

# Enterprise Incident Report November 2011

As of 12/5/2011

## Human Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Human Services	5	1,979	6	1,990
	0	1,216	0	1,216
Customer Company Total	5	1,979	6	1,990
	0	1,216	0	1,216

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## Human Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Human Services	5 3	1,979 92	6 1	1,990 96
Customer Company Total	5 3	1,979 92	6 1	1,990 96

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## Human Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Human Services	5 1.04	1,979 0.47	6 0.59	1,990 0.47
Customer Company Total	5 1.04	1,979 0.47	6 0.59	1,990 0.47

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## Human Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Human Services	5 0	1,979 61	6 0	1,990 61
Customer Company Total	5 0	1,979 61	6 0	1,990 61

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**

**Bottom Number - Average time in hours**

Customer Company	High	Low	Medium	ATTR Total
Human Services	5 1.53	1,979 3.57	6 2.25	1,990 3.56
<b>Customer Company Total</b>	5 1.53	1,979 3.57	6 2.25	1,990 3.56

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## Human Services

## Detail

<b>INC000000023113</b>	Jennifer Gee USTEPS Support	Application Robert Downing	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1803.10
<b>INC000000023313</b>	Tammy L Davis USTEPS Support	Application Robert Downing	Password Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: 1.33 TTR: 1801.83
<b>INC000000109587</b>	Kathy Moore USTEPS Support	Application Robert Downing	Reporting Human Services	Utah System for Tracking Eligibi Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 724.08
<b>INC000000368809</b>	Dirk Murdock Application Support	Application Dennis Allred	Error Human Services	Microsoft Access Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 437.06 TTR: 437.06
<b>INC000000387530</b>	Jayson Smith Rural South Desktop Support	Application Ryan Bennett	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.43 TTR: 1.81
<b>INC000000392633</b>	Candice Barber Rural North Desktop Support	None Dane Smith	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 4.55
<b>INC000000396729</b>	Kent Karren Application Services	Application Tony Larsen	Error Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: 0.35 TTR: 189.62
<b>INC000000397103</b>	Donna Jordan Rural North Desktop Support	PC/Laptop Ryan Casey	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.76 TTR: 0.76
<b>INC000000397689</b>	Joy Stover Rural South Desktop Support	PC/Laptop Doug Thornton	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.45 TTR: 0.45
<b>INC000000397775</b>	Gwynith Welch Rural South Desktop Support	PC/Laptop Meladye Shively	Performance Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.30 TTR: 4.31
<b>INC000000399044</b>	Stephanie Stuart Rural North Desktop Support	PC/Laptop Neil Smedley	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.14 TTR: 0.14
<b>INC000000401234</b>	Jana Gierisch Application Services	Application Tony Larsen	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.02 TTR: 2.92
<b>INC000000401590</b>	Vicki Carver Rural North Desktop Support	PC/Laptop Lori Hartzell	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.80 TTR: 0.80
<b>INC000000402689</b>	Tiffany Sandberg Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000402827</b>	Laurie Fuhrman Rural North Desktop Support	Application Lori Hartzell	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.21 TTR: 0.51
<b>INC000000402970</b>	Verla Roach Rural Central Desktop Support	Application Robert Case	None Human Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.44 TTR: 3.62

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<b>INC000000404029</b>	Marian Scothern Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000404117</b>	Georgina Trujillo Metro B Help Desk	Application Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 4.12
<b>INC000000404999</b>	Christine Hamontree Security	Application Bart Grant	Error Human Services	M86 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.27
<b>INC000000405523</b>	Jeff Kindall Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000405537</b>	Mark Dallimore Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000405653</b>	Eva Clarke Metro B Desktop Support	None Jay Locker	None Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.03 26.13
<b>INC000000406216</b>	Brenda Fotheringham Rural North Desktop Support	None Don Higgs	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
<b>INC000000406223</b>	Amanda Galloway Metro A Desktop Support	None Mike Wilde	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.54
<b>INC000000406673</b>	Justin Coggins Network Operations	Application Brian Chatwin	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.89
<b>INC000000406750</b>	Michael Ah You Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.50
<b>INC000000406822</b>	Kyle Bradford Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.25
<b>INC000000406895</b>	Jeanne Godfrey Rural North Desktop Support	PC/Laptop Lori Hartzell	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
<b>INC000000407053</b>	Lindy Snell Help Desk	Mobile Devices Sarah Johnson	Error Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
<b>INC000000407080</b>	Kim Saunders Rural North Desktop Support	Print/Copy/Scan/Fax Neil Smedley	Error Code Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.26
<b>INC000000407106</b>	Jennifer Evans Application Services	Mobile Devices Danielle Hood	Error Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.78 6.91
<b>INC000000407123</b>	Denese Bleak Rural South Desktop Support	Application Meladye Shively	Error Human Services	Data Warehouse Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.12 6.59
<b>INC000000407138</b>	Doug Fox Voice/Data/WAN Services	Telecom Art Scott	Call/Receive Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.28

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<b>INC000000407161</b>	Stacey Boyd Rural Central Desktop Support	PC/Laptop Robert Case	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.86
<b>INC000000407220</b>	Melanie E. Davies Help Desk	Mobile Devices Sarah Johnson	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.67
<b>INC000000407300</b>	Joanna Anderson Metro B Help Desk	PC/Laptop Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 2.70
<b>INC000000407309</b>	David Cardon Metro B Help Desk	Application Gary Graham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.18
<b>INC000000407313</b>	Karrie Penney Security	Application Bart Grant	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
<b>INC000000407390</b>	Patricia Solt Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.20
<b>INC000000407464</b>	Scott Munden Voice Operations	Telecom Gail Christiansen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.68
<b>INC000000407482</b>	Catherine Taylor Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
<b>INC000000407506</b>	Janice Oswald Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.12
<b>INC000000407550</b>	Debra Dopp Metro B Help Desk	Network Gary Graham	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
<b>INC000000407590</b>	Charlene Wilde Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407591</b>	Stephanie Stuart Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407599</b>	Scott Gerber Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407604</b>	Don Brinkerhoff Metro B Desktop Support	Application Michael Barth	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 22.02
<b>INC000000407605</b>	Peter Sorensen Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407613</b>	Gloria Whitesides Rural North Desktop Support	Application Ruston McKay	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.17
<b>INC000000407620</b>	Maria Justice Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.43



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<b>INC000000407621</b>	Pam Nacario Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407623</b>	Scott Gerber Metro B Help Desk	Application Val Shepherd	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407626</b>	Pam Nacario Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407635</b>	Isaac Thomas Help Desk	Application Vicky Marrelli	Reporting Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407654</b>	Lori Fowler Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407655</b>	Steven Chen Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407664</b>	Steven Chen Metro B Desktop Support	None Anthony Booyse	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.31 TTR: 0.59
<b>INC000000407671</b>	Jill Walker Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407678</b>	Christine Harris Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407686</b>	Paula K Douglass Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.83
<b>INC000000407692</b>	Mike Murry Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.16 TTR: 0.29
<b>INC000000407694</b>	Stephen Arnold Metro B Desktop Support	None Jay Locker	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 2.32
<b>INC000000407695</b>	Gloria Whitesides Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407699</b>	Karma Limb Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407700</b>	Shauna Hair Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 0.38
<b>INC000000407704</b>	Lisa Aragon Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: 0.23 TTR: 0.29
<b>INC000000407708</b>	Ceci Castillo Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02

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<b>INC000000407717</b>	Valerie Lowery Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	Paper Jam Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.82 0.82
<b>INC000000407733</b>	Judy Perry Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407736</b>	Eva Clarke Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407748</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407750</b>	Troy Randall Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407773</b>	Pam Nacario Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.29
<b>INC000000407779</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407780</b>	Cathy Valerio Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000407800</b>	Royene Bate Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407809</b>	Heidi Little Rural North Desktop Support	Wireless Connectivity Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.89
<b>INC000000407817</b>	Lisa Olson Metro A Desktop Support	PC/Laptop Mike Wilde	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 1.20
<b>INC000000407825</b>	Randy L Anderson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407827</b>	Ashley Weeks Rural South Desktop Support	None Doug Thornton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407832</b>	Kingi Langi Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407834</b>	Ben Ashcraft Rural South Desktop Support	None Doug Thornton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000407846</b>	Serena Hubert Rural Central Desktop Support	Application Paul Petersen	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 5.27
<b>INC000000407857</b>	Christie Howes Rural South Desktop Support	None Doug Thornton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000407859</b>	Cynthia Aposhian Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
<b>INC000000407862</b>	Marta Bitton Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.01 TTR: 2.75
<b>INC000000407870</b>	Sean T Orton Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.16
<b>INC000000407873</b>	Jamie John Metro B Desktop Support	Application Jay Locker	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: 1.05 TTR: 1.10
<b>INC000000407874</b>	Marla Janusz Metro B Help Desk	Application Gary Graham	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.68 TTR: 0.72
<b>INC000000407887</b>	Hope Bytheway Rural South Desktop Support	None Doug Thornton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407889</b>	Denise Fairbourn Metro B Help Desk	None Gary Graham	None Human Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.16
<b>INC000000407898</b>	Patricia Graff Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.09 TTR: 0.42
<b>INC000000407904</b>	Timothy Vail Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.14
<b>INC000000407908</b>	Jonathan Houser Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
<b>INC000000407909</b>	Sharon Timmons Metro B Help Desk	Application Val Shepherd	Password Human Services	Office of Recovery Services Infc Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.24 TTR: 0.28
<b>INC000000407937</b>	Barbra Kessinger Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407941</b>	Shawn Jack Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
<b>INC000000407949</b>	Barbra Kessinger Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000407958</b>	Maggie Noyes Metro C Desktop Support	Application Chad D Fowers	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 4.50
<b>INC000000407969</b>	Christy Van Buskirk Metro B Help Desk	Network None	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.80 TTR: 0.80
<b>INC000000407987</b>	Melanie Rasmussen Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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<b>INC000000407998</b>	Melissa Black	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408003</b>	Natalie Stoddard	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408008</b>	Deanna Braunberger	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408021</b>	Kerry Soelberg	None	None	None		TIR Missed:	No	TIR:	0.77
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.77
<b>INC000000408022</b>	Bill Duncan	Mobile Devices	Error	None		TIR Missed:	Yes	TIR:	2.20
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.46
<b>INC000000408030</b>	Keith Brown	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408038</b>	Georgina Trujillo	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.05
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed:	No	TTR:	4.18
<b>INC000000408051</b>	Justina Flesher	Network	None	None		TIR Missed:	No	TIR:	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.07
<b>INC000000408052</b>	Bart Schenck	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408055</b>	Darla Taylor	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408085</b>	Jodi Delaney	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408089</b>	Janet Froelich	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408090</b>	Brooke Ibanez	Application	Error	None		TIR Missed:	No	TIR:	0.11
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.20
<b>INC000000408091</b>	Collin Stivers	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.23
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.27
<b>INC000000408093</b>	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.71
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.88
<b>INC000000408144</b>	Diane Moore	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.16
<b>INC000000408150</b>	Sharon Osborne	Application	None	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.24

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<b>INC000000408164</b>	Jennette Stone Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
<b>INC000000408179</b>	Max Ward Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.16
<b>INC000000408190</b>	Jorden Czech Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.29
<b>INC000000408192</b>	Jill McAfee Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408200</b>	LaRissa F Adams Rural South Desktop Support	Application Scott Jesienouski	Reporting Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.19
<b>INC000000408229</b>	Lori Savage Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408233</b>	Lorraine Morgan Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	Paper Jam Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.42 13.09
<b>INC000000408234</b>	Angeline Jacobs Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408240</b>	Shauna Iverson Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.31 6.06
<b>INC000000408241</b>	Cindy Phillips Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408243</b>	Vern Greenhalgh Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408248</b>	Shirlene McCairns Rural Central Desktop Support	None Jessica Purcell	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000408255</b>	Elizabeth Purdy Metro B Desktop Support	Application Anthony Booyse	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.10 11.05
<b>INC000000408259</b>	Brittany Coleman Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000408260</b>	Brandi Duke Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000408261</b>	Nuchanaad Martin Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000408268</b>	Kimberly Hyde Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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<b>INC000000408270</b>	Alexandra Urban	Network	None	None		TIR Missed: No	TIR: 0.21
	Metro B Hosting	Randy Spainhower	Human Services	Low	Closed	TTR Missed: No	TTR: 0.25
<b>INC000000408275</b>	John Penney	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408280</b>	Barbara Boswell	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.75
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.22
<b>INC000000408291</b>	Marci Day	Network	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 1.09
<b>INC000000408293</b>	Jill McAfee	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408308</b>	Jacina K Barrett	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408311</b>	Isaac Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408314</b>	Justina Flesher	Network	None	None		TIR Missed: No	TIR: 0.68
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.72
<b>INC000000408318</b>	Cynthia Akins	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408339</b>	Stephanie Stuart	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408351</b>	Lorry Ann Stufflebeam	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408352</b>	Andrea Heart	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408374</b>	Rea Bartlett	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.45
<b>INC000000408386</b>	Andrea Jenkins	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	TTR: 3.08
<b>INC000000408397</b>	Trisha Reynolds	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000408427</b>	Cindy Pack	Application	Error	Sybase Open Client		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408428</b>	Kiersten Bushman	Application	None	PGP		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

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<b>INC000000408430</b>	Wendy Ludlow	Application	Error	Sybase Open Client	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408431</b>	Ruth Timothy	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408447</b>	Tamra Johnson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408449</b>	Romina Owens	Application	Password	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408452</b>	Jay Griffiths	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408453</b>	Sue Abbott	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.08
<b>INC000000408454</b>	Royene Bate	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408469</b>	Stephen Shafer	None	None	None	TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.11
<b>INC000000408473</b>	Cindy Lund	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	TTR: 3.41
<b>INC000000408474</b>	Melinda Lewis	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	TTR: 1.31
<b>INC000000408480</b>	Fololini Havea	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	TTR: 1.08
<b>INC000000408482</b>	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408483</b>	John LaCognata	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408484</b>	Jared Bunnell	Application	None	Citrix ICA Client	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408497</b>	Scott Olsen	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408509</b>	Shellene West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408519</b>	Doug Spencer	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.22
	Rural South Desktop Support	Ryan Bennett	Human Services	Low Closed	TTR Missed: No	TTR: 0.22

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<b>INC000000408530</b>	Bryan Clark	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408537</b>	Rea Bartlett	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408541</b>	Sharon Timmons	Application	Password	Office of Recovery Services Infrc		TIR Missed:	No	TIR:	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.31
<b>INC000000408545</b>	Robert Jowett	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.06
<b>INC000000408561</b>	Brian Koralewski	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	TTR:	5.61
<b>INC000000408565</b>	Heather Holbrook	Network	None	None		TIR Missed:	No	TIR:	0.52
	Network Operations	Brant Davis	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.52
<b>INC000000408569</b>	Brian Koralewski	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	TTR:	
<b>INC000000408570</b>	Tami Mosdell	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.28
<b>INC000000408584</b>	Judy Monarque	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.37
<b>INC000000408586</b>	Alisi Brunt	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.19
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.26
<b>INC000000408588</b>	Maggie Noyes	Application	Error	PGP		TIR Missed:	No	TIR:	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.24
<b>INC000000408597</b>	Tamera Weis	Application	Error	Office of Recovery Services Infrc		TIR Missed:	No	TIR:	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.45
<b>INC000000408605</b>	Paula K Douglass	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408632</b>	Kevin Jackson	Network	None	None		TIR Missed:	No	TIR:	0.29
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.41
<b>INC000000408636</b>	Veronna Jarvis	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000408641</b>	Angeline Jacobs	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	TTR:	
<b>INC000000408649</b>	Janice Oswald	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	1.54
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.54



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## Human Services

<b>INC000000408653</b>	Emily Maxfield Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
<b>INC000000408662</b>	Charlotte Vincent Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408675</b>	David R Lamb Application Services	Application Bill Felt	Reporting Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	115.97 124.75
<b>INC000000408682</b>	Royene Bate Rural Central Desktop Support	Print/Copy/Scan/Fax John Donaldson	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408683</b>	Kari Korous Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408685</b>	Jill Stewart Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000408688</b>	Shannon Black Rural Central Desktop Support	PC/Laptop John Donaldson	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408691</b>	Loretta Galvan Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408693</b>	Robert Snarr Metro D Help Desk	None Jed Patrick	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408699</b>	Ming Wang Metro B Desktop Support	Application Bill Crowther	None Human Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 1.77
<b>INC000000408700</b>	Lisa Aragon Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.77 0.82
<b>INC000000408710</b>	Jericho Avery Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000408719</b>	Leilah Khan-Lara Rural Central Desktop Support	Application Robert Case	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 2.12
<b>INC000000408738</b>	Justina Flesher Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
<b>INC000000408745</b>	Tammy Knight Metro B Desktop Support	Application Jay Locker	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.76 7.06
<b>INC000000408759</b>	Luanne Endres Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000408801</b>	Cynthia Johnson Metro B Help Desk	Application Gary Graham	Password Human Services	ZENworks for Desktops Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.21

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## Human Services

<b>INC000000408802</b>	Jason Burton Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000408808</b>	Kathleen Fulton Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 1.28
<b>INC000000408822</b>	Liz Medina Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408824</b>	Gaby Anderson Metro B Help Desk	None Gary Graham	None Human Services	Microsoft Office Word Viewer Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
<b>INC000000408863</b>	Jacci Yeager Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.50
<b>INC000000408864</b>	Kent Karren Metro B Desktop Support	Application Sean Chadbourne	Error Human Services	Microsoft Access Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.55
<b>INC000000408867</b>	Tina Humphrey Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Office of Recovery Services Inf Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.21
<b>INC000000408868</b>	Karla Kallas ORS Content Manager	Application Dan Barrett	Error Human Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.58
<b>INC000000408876</b>	Skyler James Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.10
<b>INC000000408884</b>	Tim Ponce Help Desk	Application Vicky Marrelli	Error Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408885</b>	Lory Pond Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000408892</b>	Sean T Orton Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.21
<b>INC000000408897</b>	Les Carter Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 1.55
<b>INC000000408899</b>	Judy Hafen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
<b>INC000000408900</b>	Vicky Wallace ORS Content Manager	Application Dan Barrett	Error Human Services	Content Manager - Centralized I Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.04 1.04
<b>INC000000408902</b>	Beverly Hart Rural Central Desktop Support	Network Gerald Adams	Error Human Services	None Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 3.21
<b>INC000000408902</b>	Beverly Hart Rural Central Desktop Support	Network Gerald Adams	Error Human Services	None Medium Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.12 3.21

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## Human Services

<b>INC000000408910</b>	Andrew Butcher	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408915</b>	Rebecca King	None	None	None	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408927</b>	Shirley Bleazard	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.31
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.33
<b>INC000000408932</b>	Brittany Coleman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.30
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 3.17
<b>INC000000408940</b>	Arnell Wamsley	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408945</b>	Geneann Carlino	None	None	Department of Public Safety Re	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000408950</b>	Jill M Hill	Telecom	None	None	TIR Missed: No	TIR: 0.22
Voice/Data/WAN Services	Art Scott	Human Services	Low	Closed	TTR Missed: No	TTR: 0.44
<b>INC000000408951</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
<b>INC000000408954</b>	Judy Maynard	Application	None	PGP	TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408956</b>	Marilyn Petty	Mainframe	Error	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000408963</b>	Mary Ann Peterson	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 3.32
<b>INC000000408968</b>	Emily Roberts	None	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000408975</b>	Gayla Reinhardt	None	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408981</b>	Dawn Kazeck	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000408999</b>	Charlotte Vincent	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.17
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	TTR: 0.77
<b>INC000000409002</b>	Kathryn Wright	Application	Error	Microsoft Word	TIR Missed: Yes	TIR: 1.20
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	TTR: 5.42
<b>INC000000409010</b>	Justina Flesher	None	None	None	TIR Missed: No	TIR: 0.15
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.23

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## Human Services

<b>INC000000409027</b>	Daniel Musto	Mobile Devices	Error	Droid		TIR Missed: Yes	TIR: 3.70
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	TTR: 3.86
<b>INC000000409031</b>	Fisi Moleni	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000409046</b>	Brandee Nuzman	Telecom	None	Telephone		TIR Missed: No	TIR: 0.11
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	TTR: 1.02
<b>INC000000409051</b>	Sifa Tafisi	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.58
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	TTR: 23.02
<b>INC000000409056</b>	Justina Flesher	Application	None	DB2 Query Management Facility		TIR Missed: No	TIR: 0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.35
<b>INC000000409058</b>	Jill Walker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.82
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	TTR: 23.10
<b>INC000000409065</b>	Justina Flesher	Application	None	None		TIR Missed: No	TIR: 0.77
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.78
<b>INC000000409074</b>	Jill M Hill	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000409099</b>	Michelle Naylor	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.45
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: Yes	TTR: 53.02
<b>INC000000409100</b>	Don Brinkerhoff	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	TTR: 3.03
<b>INC000000409101</b>	Lisa Marie Smith	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.53
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.71
<b>INC000000409103</b>	Lisa Bruno	None	None	None		TIR Missed: Yes	TIR: 10.38
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	TTR: 10.55
<b>INC000000409127</b>	Judy Maynard	Application	Password	PGP		TIR Missed: Yes	TIR: 1.36
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 2.35
<b>INC000000409144</b>	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 1.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.20
<b>INC000000409156</b>	Mario Ramos	Mainframe	Error	None		TIR Missed: Yes	TIR: 2.43
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 2.43
<b>INC000000409160</b>	Lindsay Harris	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 1.99
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: Yes	TTR: 35.26
<b>INC000000409175</b>	Margaret Strasburg	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.69
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	TTR: 3.71

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## Human Services

<b>INC000000409179</b>	Peter Sorensen Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.14 2.14
<b>INC000000409203</b>	Stephanie Stuart Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409209</b>	Jody Sargent Rural Central Desktop Support	Application Todd Hardy	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.73
<b>INC000000409234</b>	Jorden Czech Metro B Help Desk	Application Val Shepherd	Error Human Services	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.62 1.62
<b>INC000000409240</b>	Lorraine Morgan Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000409244</b>	Janet Froelich Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000409249</b>	Sean T Orton Voice/Data/WAN Services	Telecom Art Scott	Call/Receive Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.79
<b>INC000000409251</b>	Arlene Call Campus Networking	Network Charmaine Malan	Error Human Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 1.11
<b>INC000000409262</b>	Kathy Butt Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409263</b>	Tammy Nuttall Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409264</b>	Kathy Anderson Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409268</b>	Lisa Peek Rural North Desktop Support	None Ruston McKay	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000409275</b>	Rebecca King Metro B Desktop Support	Mobile Devices Sean Chadbourne	None Human Services	Palm Desktop Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.05
<b>INC000000409278</b>	Ronda Jones Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409281</b>	John H Thompson Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409296</b>	Geri Evans Metro B Help Desk	Application Val Shepherd	Error Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.93 0.93
<b>INC000000409303</b>	Shellene West Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 0.87

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## Human Services

<b>INC000000409312</b>	Joe Torres Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.44
<b>INC000000409313</b>	Dan Barrett Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.53
<b>INC000000409318</b>	Keith Beard Rural Central Desktop Support	Network Jay Barfuss	Password Human Services	IManager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409331</b>	Lisa Pierce Rural Central Desktop Support	Application Jeremy Standifird	Password Human Services	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.40
<b>INC000000409333</b>	Shauna Thomas Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409334</b>	Stephanie Stuart Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000409349</b>	Carol Powell ORS Content Manager	None Dan Barrett	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
<b>INC000000409369</b>	Genie Kebelis Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409377</b>	Chris Pacheco Application Services	None Danielle Hood	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409386</b>	Travis Bellon Application Support	None Justin Rasmussen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409389</b>	Michael Ah You Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409390</b>	Jill McAfee Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409391</b>	Jonathan Houser Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409394</b>	Ken Matheson Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409395</b>	John Peden Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409397</b>	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409400</b>	Justina Flesher Metro B Help Desk	Application Val Shepherd	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000409403</b>	Kathy Maxfield	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
Help Desk		James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409410</b>	Doug Spencer	Network	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409435</b>	Annita Kendall	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
<b>INC000000409436</b>	Theresa L Mathis	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk		James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409444</b>	Tanya Schmidt	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.04
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.39
<b>INC000000409455</b>	Betty Anderson	Network	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.06
<b>INC000000409456</b>	Coby Drake	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro D Help Desk		Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409458</b>	Geri Evans	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.70
<b>INC000000409461</b>	Arla Jensen	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409464</b>	Shirley Bleazard	Application	Error	Adobe Flash		TIR Missed:	No	TIR:	0.15
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.24
<b>INC000000409466</b>	Tim Morganson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.28
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.28
<b>INC000000409467</b>	Roberta Davidson	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409469</b>	Merry Reed	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.26
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.59
<b>INC000000409471</b>	Carol Baumann	Network	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
<b>INC000000409476</b>	Amelia Brewster	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409483</b>	Lori Savage	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Jessica Purcell	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000409498</b>	Rebecca L Andrews	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk		James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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## Human Services

<b>INC000000409499</b>	Janetta Galloway Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
<b>INC000000409525</b>	Lisa Quistberg Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
<b>INC000000409538</b>	Kari Korous Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000409542</b>	Jennifer Ferrin Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000409551</b>	Shellene West Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.45
<b>INC000000409555</b>	Cynthia Aposhian Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000409571</b>	Shauna Iverson Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	Incident Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.08 2.19
<b>INC000000409578</b>	Terrie Basinger Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000409651</b>	Taylor Stark Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409673</b>	Arla Jensen Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409678</b>	Maria Justice Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409682</b>	Janice Gee Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000409697</b>	Kathy Wilcox ORS Content Manager	None Dan Barrett	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
<b>INC000000409700</b>	Barbara Boswell Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.73
<b>INC000000409720</b>	Jeri Boyle Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409738</b>	Erma Hawker Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409743</b>	Lilyan Baker Rural Central Desktop Support	PC/Laptop Jay Barfuss	Error Human Services	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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## Human Services

<b>INC000000409756</b>	Debra Dopp Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	TIR: 0.42 TTR: 0.42
<b>INC000000409776</b>	Pam Lee Metro B Desktop Support	None Jay Locker	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.37 TTR: 1.54
<b>INC000000409780</b>	Mike Pickett Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
<b>INC000000409788</b>	Pam Lee Metro B Desktop Support	None Jay Locker	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.22 TTR: 3.34
<b>INC000000409795</b>	Lana Dalton Metro B Desktop Support	PC/Laptop Anthony Booyse	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.41 TTR: 2.73
<b>INC000000409797</b>	Kelli Karpakis Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 0.36
<b>INC000000409804</b>	Lynn Sanderson Metro B Desktop Support	PC/Laptop Matthew Blunk	Error Human Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.51 TTR: 10.00
<b>INC000000409809</b>	Jennifer Coomer Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000409834</b>	Naomi Curiel Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.58 TTR: 0.87
<b>INC000000409835</b>	Bobbi Anthony Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000409868</b>	Giannina Mendieta Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000409884</b>	Tracy Graham Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000409900</b>	Janis Widdison Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.27
<b>INC000000409916</b>	A Sue Taylor Metro C Desktop Support	Application Ken Knobel	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 0.46
<b>INC000000409925</b>	Emily Helm Application Services	Mobile Devices Dustin Crump	Error Human Services	Droid Low	TIR Missed: No TTR Missed: No	TIR: 0.60 TTR: 3.70
<b>INC000000409931</b>	Janeen Brazier Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000409941</b>	Liesa Corbridge Metro B Desktop Support	Application Jay Locker	Reporting Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	TIR: 0.48 TTR: 0.74

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## Human Services

<b>INC000000409944</b>	Mary Jensen Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409952</b>	Shirlene McCairns Rural Central Desktop Support	None Jessica Purcell	None Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409981</b>	Jorge Noguera Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409985</b>	Kay Layton Metro B Desktop Support	Telecom Jay Locker	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 1.80
<b>INC000000409986</b>	Tammy W Harris Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.50
<b>INC000000410004</b>	Lee Castillo Metro B Desktop Support	PC/Laptop Anthony Booyse	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 2.51
<b>INC000000410008</b>	Shamayne Russell Rural North Desktop Support	Application Lori Hartzell	Error Human Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.02
<b>INC000000410013</b>	Darren Burdette Application Services	Mobile Devices Danielle Hood	Error Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 0.82
<b>INC000000410021</b>	Maurice Amosa Help Desk	Application James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410027</b>	Coby Drake Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410030</b>	Melissa Black Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410036</b>	Amy Graham Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410037</b>	Tami Rivera Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410045</b>	Natalie Stoddard Rural North Desktop Support	Application Don Higgs	Error Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.59
<b>INC000000410052</b>	A Sue Taylor Metro B Help Desk	Application Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410053</b>	Coby Drake Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410057</b>	Lizzette Sauque Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000410071</b>	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410076</b>	Kellie Byars	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.04
<b>INC000000410082</b>	Donna Cheryl Tuttle	Application	None	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.13
<b>INC000000410086</b>	Jennifer Stoltmann	Application	None	SAFE		TIR Missed:	No	TIR:	0.08
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed		TTR Missed:	Yes	TTR:	17.01
<b>INC000000410094</b>	Kathy Maxfield	None	None	PGP		TIR Missed:	No	TIR:	0.26
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.81
<b>INC000000410110</b>	Michael Benedict	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410111</b>	Wendy Whiting	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.49
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed:	No	TTR:	4.43
<b>INC000000410116</b>	Mayla Slack	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.41
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.43
<b>INC000000410125</b>	Cynthia Gardner	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	TTR:	1.26
<b>INC000000410127</b>	Karen Fronk	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410131</b>	Brandi Duke	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410137</b>	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410140</b>	Gayla Reinhardt	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410142</b>	Cynthia Akins	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410148</b>	Justin Robb	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
<b>INC000000410155</b>	Heather Kline-Espinoza	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.02
<b>INC000000410167</b>	Kimberly Davis	Application	Error	Novell Messenger		TIR Missed:	No	TIR:	0.00
Rural North Desktop Support	Don Higgs	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00

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## Human Services

<b>INC000000410169</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410170</b>	Lori Savage Metro C Help Desk	Application Ross Owen	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410171</b>	Kimberly Shaw Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410174</b>	Aimee N Duvall Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410182</b>	Royene Bate Rural Central Desktop Support	Application John Donaldson	Error Human Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410186</b>	D'Lyn Mayne Rural Central Desktop Support	PC/Laptop John Donaldson	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410191</b>	Cassie Selim Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410192</b>	Terry Gardner Rural Central Desktop Support	Application John Donaldson	Error Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410195</b>	Angie Romero Metro B Desktop Support	PC/Laptop Jay Locker	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.67
<b>INC000000410216</b>	Johnathan Rowley Metro B Hosting	Telecom Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410218</b>	Amy Gibbs Application Services	None Martin Gonzalez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 48.81
<b>INC000000410219</b>	Cassie Selim Salt Lake Data Center Operations	None Gerard Russell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410231</b>	Jeffery S Petersen Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410232</b>	James d. Walker Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410236</b>	Lee Manley Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410237</b>	Lauren Judd Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410238</b>	Thomas McCloud Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.66

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## Human Services

<b>INC000000410242</b>	Celeste LaBorde Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410243</b>	Risa Johnson Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410245</b>	Chris Hoffman Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410246</b>	Anita Rutledge Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410251</b>	Cindy M Christensen Metro B Help Desk	PC/Laptop Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 1.37
<b>INC000000410255</b>	Ellen A Ferolie Metro B Desktop Support	Application Wayne Higgs	None Human Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
<b>INC000000410261</b>	Geri Evans Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410262</b>	Julie Carlile Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410267</b>	Xia Litz Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000410268</b>	Diane Bradford Help Desk	Application Vicky Marrelli	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410269</b>	Judy Perry Metro D Help Desk	Application Doug Brown	Password Human Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410287</b>	April Remington Rural Central Desktop Support	None Jay Barfuss	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410307</b>	Christy Van Buskirk Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.04 1.20
<b>INC000000410323</b>	Heather Barlow Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410325</b>	Kris Shaw Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000410335</b>	Rebecca Larsen Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
<b>INC000000410342</b>	Jody Eby Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 1.54

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<b>INC000000410345</b>	Jody Eby Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 1.56
<b>INC000000410352</b>	Darcy Anderson Rural North Desktop Support	PC/Laptop Dane Smith	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.88
<b>INC000000410353</b>	Shandy Strasburg ORS Content Manager	None Dan Barrett	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
<b>INC000000410386</b>	Jeffrey Peterson Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.79
<b>INC000000410398</b>	Lois Dettenmaier Metro B Help Desk	Application Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.23 1.35
<b>INC000000410402</b>	Peggy Grusendorf Metro B Help Desk	None Gary Graham	None Human Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
<b>INC000000410407</b>	Lori Jones Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410409</b>	Janice Gee Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000410420</b>	Patricia Solt Voice Operations	Telecom Romanza Hamblin	None Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
<b>INC000000410430</b>	Karen Anderson Rural South Desktop Support	Application Lance Nay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410442</b>	Scott Weight Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410445</b>	Ellen A Ferolie Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000410470</b>	Angela McCourt Help Desk	Mobile Devices Sarah Johnson	Error Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.07
<b>INC000000410479</b>	Ralph Colosimo Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 5.41
<b>INC000000410480</b>	Madeleine Penson Metro B Help Desk	Application Gary Graham	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 0.86
<b>INC000000410481</b>	Jennifer A Speckman Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 5.28
<b>INC000000410483</b>	Kelli Karpakis Metro B Help Desk	Application Val Shepherd	None Human Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000410497</b>	Kyle Goudie Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.59 TTR: 0.65
<b>INC000000410499</b>	Sharon Timmons Operations Production Control	Application Christie Burnham	Error Human Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.95
<b>INC000000410509</b>	Brandee Nuzman Voice Operations	Telecom Romanza Hamblin	Coverage Path Human Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.17 TTR: 0.17
<b>INC000000410510</b>	Jody Eby Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.18 TTR: 0.25
<b>INC000000410514</b>	Diane Felt Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410515</b>	Diane Felt Rural South Desktop Support	Application Lance Nay	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410518</b>	Kellie Byars Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.27 TTR: 0.55
<b>INC000000410525</b>	Sandi Evans Metro B Desktop Support	PC/Laptop Jay Locker	Virus Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.73 TTR: 1.92
<b>INC000000410532</b>	Mayla Slack Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.11
<b>INC000000410534</b>	Sharon Timmons Metro B Desktop Support	Application Wayne Higgs	Error Human Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 3.70
<b>INC000000410548</b>	Maria Mulitalo Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410556</b>	Allen Randall Application Support - DFI	Application Boyd Evans	Error Human Services	Payment Tracking System Low	TIR Missed: No TTR Missed: No	TIR: 0.38 TTR: 1.08
<b>INC000000410560</b>	Lois Dettenmaier Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410565</b>	Janis Widdison Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.44
<b>INC000000410599</b>	Dennis Manley Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410612</b>	Shellene West Rural North Desktop Support	Application Ryan Casey	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: 0.21 TTR: 2.41
<b>INC000000410614</b>	Madeleine Penson Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.88 TTR: 0.92

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## Human Services

<b>INC000000410620</b>	Jamie Strong	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.10
	Voice Operations	Lois Schow	Human Services	Low	Closed	TTR Missed: No	TTR: 0.18
<b>INC000000410627</b>	Cara Webb	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.35
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.51
<b>INC000000410628</b>	Lee Manley	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410633</b>	Sharla Bayles	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11
<b>INC000000410637</b>	Jerad Wallace	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410639</b>	Marla Janusz	Application	Error	SAFE		TIR Missed: No	TIR: 0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.13
<b>INC000000410653</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410659</b>	Janene Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410661</b>	Lynn Higginson	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410687</b>	Saori Phouthavongsay	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.16
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.20
<b>INC000000410690</b>	Wayne Airmet	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410696</b>	Dawn Hollingsworth	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.65
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.65
<b>INC000000410706</b>	Joy Stover	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410712</b>	Lorilee Snyder	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410729</b>	Sonja Nordstrom	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410747</b>	Cara Webb	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000410749</b>	Scott L Holmes	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00



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<b>INC000000410752</b>	Kim Bunker Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410755</b>	Cheryl Haws Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410758</b>	Maryann Fienhold Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410775</b>	Meredith Dow Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410778</b>	Kendall Gillespie Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410784</b>	Michael Benedict Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410792</b>	Tim Morganson Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410793</b>	Xavier Tisdol Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410795</b>	Colette Tasker Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410797</b>	Notah Tahy Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410801</b>	Gaylene Thomas Metro C Desktop Support	None Ken Knobel	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410803</b>	Bill Boyle Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410804</b>	Mario Ramos Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410817</b>	Kathy Maxfield Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.86
<b>INC000000410824</b>	Adrienne Rowley Help Desk	Application Brenda Treadway	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410832</b>	Darren Burdette Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.22
<b>INC000000410834</b>	Adrienne Rowley Rural Central Desktop Support	Application Jay Barfuss	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17

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<b>INC000000410837</b>	Mario Ramos Metro D Help Desk	Network Jed Patrick	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410843</b>	Linda Tripp Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410847</b>	Lisa Hood Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.05 TTR: 0.07
<b>INC000000410850</b>	Elizabeth Wright Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410857</b>	Ray Winger Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 0.13
<b>INC000000410863</b>	Lindsay Harris Application Services	Application Tony Larsen	Error Human Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.23 TTR: 6.48
<b>INC000000410869</b>	Brianna Jones Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410878</b>	Carol Baumann Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.04
<b>INC000000410882</b>	Susannah Holden Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.39 TTR: 1.21
<b>INC000000410886</b>	Jason Heideman Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000410892</b>	Lauren Judd Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.09
<b>INC000000410897</b>	Lisa Bruno Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.46 TTR: 0.49
<b>INC000000410916</b>	Ruth Hauser Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.40 TTR: 0.84
<b>INC000000410922</b>	Michael Thorpe Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.06
<b>INC000000410933</b>	Lee Castillo Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.99 TTR: 5.61
<b>INC000000410935</b>	Brianna Jones Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.05
<b>INC000000410943</b>	Lori Orton Rural South Desktop Support	Application Doug Thornton	Error Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	TIR: 0.87 TTR: 0.87

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<b>INC000000410945</b>	Brenda Holladay Metro B Help Desk	Application Val Shepherd	Error Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.48
<b>INC000000410954</b>	Sandra Gleed Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000410959</b>	Nathan Ponis Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000410962</b>	Lee Manley Metro B Help Desk	Application Val Shepherd	Password Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.33
<b>INC000000410972</b>	Keri Allen Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000410978</b>	Boyd Madsen Metro B Help Desk	None Gary Graham	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
<b>INC000000410979</b>	Jacquie Poulsen Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 1.17
<b>INC000000410982</b>	Yolanda Abrego Metro C Desktop Support	Application Ken Knobel	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.55 11.48
<b>INC000000410991</b>	Steve Hillabrant Metro B Help Desk	Application Gary Graham	None Human Services	Finance Data Warehouse Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 1.49
<b>INC000000410998</b>	Sharon Curiel Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.66 5.02
<b>INC000000411006</b>	Cyndi Cox ORS Content Manager	None Dan Barrett	None Human Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.66 3.66
<b>INC000000411008</b>	Jeff Harrop Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 1.34
<b>INC000000411011</b>	Lori Orton Help Desk	Application Brenda Treadway	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411015</b>	Elizabeth Wright Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47
<b>INC000000411019</b>	Kristi Heisterman Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411021</b>	Maggie Noyes Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
<b>INC000000411023</b>	Jeanmarie Morris Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.70

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<b>INC000000411032</b>	Jason Heideman Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.88
<b>INC000000411058</b>	Justina Flesher Operations Production Control	None Duane Hardy	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.13
<b>INC000000411065</b>	Carol Baumann Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000411069</b>	Jennifer Bodily Help Desk	Mobile Devices Sarah Johnson	None Human Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.16
<b>INC000000411078</b>	Sabrina Fivas Metro A Desktop Support	None Mike Wilde	None Human Services	Norton AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 3.92
<b>INC000000411109</b>	Marilee Greenland Metro B Desktop Support	PC/Laptop Anthony Booyse	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.91
<b>INC000000411123</b>	Mary Ann Peterson Rural Central Desktop Support	None Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.69
<b>INC000000411142</b>	Tim Morganson Help Desk	Application Vicky Marrelli	Password Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411143</b>	Alicia Anderson Application Services	None Martin Gonzalez	None Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.67 124.17
<b>INC000000411164</b>	Mary Durfee Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70
<b>INC000000411168</b>	Wendy Whiting Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000411203</b>	DJ Hicks Rural Central Desktop Support	Network Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47
<b>INC000000411205</b>	Noreen Heid Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411208</b>	Guy Thompson Application Services	Mobile Devices Danielle Hood	Error Human Services	iPhone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.13
<b>INC000000411213</b>	Jamie Garner Application Services	Application Martin Gonzalez	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.02 10.29
<b>INC000000411222</b>	Tamara Bates Metro B Help Desk	Application Gary Graham	Error Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.35
<b>INC000000411226</b>	Carrie Worthen Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06

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<b>INC000000411227</b>	Heather Casutt Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411229</b>	Robert T Burton Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411233</b>	Mavanie Vein Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411238</b>	Ken Ransom Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000411242</b>	Valyn Pace Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.58
<b>INC000000411245</b>	Valyn Pace Voice Operations	Telecom Romanza Hamblin	CrossTalk/Noise/Static Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.28
<b>INC000000411263</b>	Lesa Willhard Metro B Help Desk	Application Val Shepherd	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000411269</b>	Janet E Campbell Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000411273</b>	Elizabeth Purdy Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.03
<b>INC000000411275</b>	Trent Kowallis Rural Central Desktop Support	PC/Laptop Jay Barfuss	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411293</b>	Kenneth Kashiwaeda Metro B Help Desk	Application Gary Graham	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.16
<b>INC000000411296</b>	Linda Tripp Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411305</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411313</b>	Delma Martinez Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411321</b>	Kenneth McGee Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
<b>INC000000411322</b>	Jonathan Marshall Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
<b>INC000000411325</b>	Terry Jacobsen Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.35

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<b>INC000000411326</b>	Jason Heideman Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.56
<b>INC000000411341</b>	Brenda Davis Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411342</b>	Brenda Davis Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411346</b>	Kay Layton Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
<b>INC000000411353</b>	Brenda M Holland Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.29
<b>INC000000411354</b>	Jared Bunnell Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411355</b>	Justina Flesher Operations Production Control	None Lester Aoki	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000411356</b>	Michelle Weight Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.26
<b>INC000000411357</b>	Judy M Halford Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000411372</b>	Jennifer Bodily Application Services	None Martin Gonzalez	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.19 6.36
<b>INC000000411384</b>	Teresa Gray Metro B Help Desk	Application Val Shepherd	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411390</b>	April Taylor Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
<b>INC000000411401</b>	Ceci Castillo Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411479</b>	Marian Mann Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411488</b>	Amy Gibbs Application Services	Application Martin Gonzalez	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.48
<b>INC000000411491</b>	James Loveless Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411534</b>	Janis Widdison Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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<b>INC000000411545</b>	Michelle Bo Metro B Help Desk	None Gary Graham	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000411556</b>	Ellen Huggard Rural North Desktop Support	Application Neil Smedley	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 1.89
<b>INC000000411563</b>	Jessica Gallegos Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
<b>INC000000411575</b>	Foi Toomalatai Network Operations	Network Brant Davis	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411586</b>	Tim Tubb Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411592</b>	Anita Rutledge Rural Central Desktop Support	Application John Donaldson	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411595</b>	Kelsey Clark Metro B Desktop Support	None Jay Locker	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
<b>INC000000411621</b>	Susan Nance Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411622</b>	Maggie Noyes Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411623</b>	Beth Oliver Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411624</b>	Susannah Holden Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411630</b>	Shirley Branagan Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411634</b>	Lori Boyce Metro B Help Desk	Application Val Shepherd	Error Human Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
<b>INC000000411636</b>	Shirley Winn Metro B Help Desk	Application Gary Graham	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 1.12
<b>INC000000411638</b>	Celeste LaBorde Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411646</b>	Doreen Morgan Metro B Desktop Support	PC/Laptop Peter Musser	Error Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.30
<b>INC000000411648</b>	Laureen Wilson Rural Central Desktop Support	Application John Donaldson	Password Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000411651</b>	Dan Barrett	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411653</b>	Valerie King	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411655</b>	Kathie Thomas	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411656</b>	Gregory Porter	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411659</b>	Linda Tripp	Application	Password	PGP		TIR Missed: No	TIR: 0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.39
<b>INC000000411663</b>	Jeff J Turner	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411664</b>	Cynthia Eulberg	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.40
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.49
<b>INC000000411665</b>	James Graham	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411671</b>	Kallee Simpson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411677</b>	Gaylene Thomas	Application	Error	SAFE		TIR Missed: No	TIR: 0.50
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.75
<b>INC000000411684</b>	Coby Drake	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411685</b>	Kristy Walker	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411697</b>	Sariah wilson	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411704</b>	Kati Wheatley	None	None	None		TIR Missed: No	TIR: 0.11
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	TTR: 0.21
<b>INC000000411712</b>	Julie Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411718</b>	Philip Applegarth	None	None	Content Manager		TIR Missed: No	TIR: 0.06
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	TTR: 0.17
<b>INC000000411720</b>	Lisa Packard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00



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## Human Services

<b>INC000000411721</b>	Melissa Black	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411722</b>	Terri Brandon	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.67
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.79
<b>INC000000411726</b>	Lisa Peek	None	None	IPCC Express		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.19
<b>INC000000411727</b>	Julie Bingham	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411738</b>	Holly Pope	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.69
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.70
<b>INC000000411739</b>	Terry Snarr	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.68
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 1.02
<b>INC000000411740</b>	Angie thompson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411744</b>	Shannon Black	Application	Password	Novell eDirectory		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411748</b>	Lori Hills	Application	Password	PGP		TIR Missed: Yes	TIR: 1.02
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	TTR: 1.03
<b>INC000000411760</b>	Lisa Martinez	Application	None	Microsoft Office Professional 20		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.63
<b>INC000000411762</b>	Rea Bartlett	Application	None	PGP		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.24
<b>INC000000411780</b>	Tiffany Sandberg	Network	Performance	None		TIR Missed: Yes	TIR: 1.40
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR: 1.60
<b>INC000000411789</b>	Cheryl Sharp	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411810</b>	Daniel Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000411825</b>	Jamie Howells	None	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.54
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	TTR: 0.54
<b>INC000000411832</b>	Melissa Herrera	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.69
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.78
<b>INC000000411835</b>	Melissa Herrera	PC/Laptop	None	None		TIR Missed: No	TIR: 0.65
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	TTR: 0.71

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## Human Services

<b>INC000000411837</b>	Jackie Jackson Voice Operations	Telecom Romanza Hamblin	None Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.50
<b>INC000000411846</b>	Heidi Hansen Metro B Help Desk	PC/Laptop Gary Graham	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
<b>INC000000411850</b>	Angela Hansen Metro B Help Desk	Application Val Shepherd	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.61
<b>INC000000411859</b>	Teresa Gray Metro B Help Desk	PC/Laptop Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.21
<b>INC000000411866</b>	Susannah Holden Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.78
<b>INC000000411868</b>	Mark Forbes Rural Central Desktop Support	Application John Donaldson	Error Human Services	Finance Data Warehouse Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
<b>INC000000411875</b>	Lorri Steadman Rural Central Desktop Support	None John Donaldson	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
<b>INC000000411939</b>	Judy Sanders Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411962</b>	Teresa Flores Metro B Help Desk	PC/Laptop Gary Graham	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000411964</b>	Cynthia Eulberg Rural North Desktop Support	Application Lori Hartzell	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.53
<b>INC000000411965</b>	Jamie Wuthrich Help Desk	Mobile Devices Vicky Marrelli	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411994</b>	Brandee Nuzman Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411997</b>	Randy L Anderson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000411998</b>	Doreen Morgan Application Support - EFIND	Application Anhkim Le	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000412012</b>	Curtis Giles Metro B Help Desk	None Gary Graham	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.16
<b>INC000000412036</b>	Judy Maynard Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412050</b>	Maria Hernandez Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000412058</b>	Janice Weinman	None	None	Smart Shield		TIR Missed: Yes	TIR:	5.26
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	TTR:	5.47
<b>INC000000412059</b>	Wendy Ottley	Application	Password	ZENworks for Desktops		TIR Missed: No	TIR:	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.21
<b>INC000000412071</b>	Marnie Maxwell	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	TTR:	2.43
<b>INC000000412075</b>	Delton Pugh	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.17
<b>INC000000412095</b>	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000412115</b>	Sabrina Fivas	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000412119</b>	Tammy Petrowski	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.70
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR:	0.92
<b>INC000000412134</b>	Shanna Felt	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	1.23
<b>INC000000412137</b>	Scott Gerber	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000412140</b>	Amy Relf	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.21
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	2.21
<b>INC000000412155</b>	Kathy Davis	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.53
<b>INC000000412164</b>	Gina Timmerman	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000412170</b>	Lisa D Evans	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000412178</b>	Terri Ruesch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
<b>INC000000412195</b>	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.13
<b>INC000000412203</b>	Mario Ramos	Application	Error	Finance Data Warehouse		TIR Missed: No	TIR:	0.83
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	3.33
<b>INC000000412211</b>	Eva Clarke	Application	None	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

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## Human Services

<b>INC000000412260</b>	Kurt Hansen	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.07
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.45
<b>INC000000412276</b>	Mario Alberto Gonzalez	Application	Reporting	Utah Master Directory	TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	TTR: 0.11
<b>INC000000412281</b>	Rachel Beecher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412282</b>	Susan Hendy	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412285</b>	Ron Hathcock	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412288</b>	Lesa Willhard	Application	Password	RSA SecurID Software Token	TIR Missed: No	TIR: 0.57
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 1.17
<b>INC000000412296</b>	Megan Lindsay	Telecom	Call Management	Telephone	TIR Missed: No	TIR: 0.15
	Voice Operations	Romanza Hamblin	Human Services	Low Closed	TTR Missed: No	TTR: 0.74
<b>INC000000412301</b>	Donna Crawford	None	None	SAFE	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	TTR: 1.56
<b>INC000000412308</b>	Curtis Lakey	Application	Password	eFIND/eSHARE	TIR Missed: Yes	TIR: 1.51
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 1.54
<b>INC000000412309</b>	Gene Ashdown	None	None	Citrix ICA Client	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.29
<b>INC000000412310</b>	Chris Hoffman	None	None	None	TIR Missed: Yes	TIR: 1.49
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	TTR: 1.49
<b>INC000000412333</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412334</b>	Stephen Shafer	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.11
	Rural South Desktop Support	Julie Christensen	Human Services	Low Closed	TTR Missed: No	TTR: 0.86
<b>INC000000412405</b>	Wendy Cole	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.03
<b>INC000000412419</b>	Shannon Black	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412422</b>	Laureen Wilson	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412423</b>	Scott Roudabush	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00

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## Human Services

<b>INC000000412425</b>	Shannon Black	Application	Error	Microsoft Excel	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412427</b>	Scott Roudabush	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412435</b>	Delton Pugh	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412436</b>	Lars Moleni	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412438</b>	Robert Hampton	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.06
<b>INC000000412447</b>	Lois Dettenmaier	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412449</b>	Scott Roudabush	Application	Password	PGP	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412450</b>	Paula Lamb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412451</b>	Lois Dettenmaier	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412455</b>	Scott Roudabush	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412458</b>	Jill Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412459</b>	Sarah Liufau	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412461</b>	Priya Noronha Ellwood	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412467</b>	Dani Herzog	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412473</b>	Cynthia Eulberg	Application	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: Yes	TTR: 114.49
<b>INC000000412475</b>	Rea Bartlett	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412479</b>	Jeanine Taylor	Application	None	RSA SecurID Software Token	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	TTR: 0.00

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<b>INC000000412494</b>	Karla Kallas Metro B Help Desk	Application Val Shepherd	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.51
<b>INC000000412497</b>	Vicky Hatch Kaufmann Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.52 TTR: 0.54
<b>INC000000412509</b>	Tina Myers Metro B Help Desk	Network Gary Graham	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.04
<b>INC000000412513</b>	Marie Rodriguez Metro B Desktop Support	PC/Laptop Jay Locker	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.49 TTR: 1.22
<b>INC000000412538</b>	Armanda Dzafic Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000412540</b>	Yolanda Abrego Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000412541</b>	Amanda Hornsby Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000412551</b>	Scott Abeyta Metro B Desktop Support	Application Jay Locker	None Human Services	Office of Recovery Services Infoc Low	TIR Missed: No TTR Missed: No	TIR: 0.44 TTR: 1.25
<b>INC000000412556</b>	Phyllis Rogerson Rural North Desktop Support	PC/Laptop Lori Hartzell	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.25 TTR: 0.47
<b>INC000000412559</b>	Richard Spencer Application Services	Application Martin Gonzalez	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: Yes	TIR: 0.18 TTR: 6.59
<b>INC000000412576</b>	Pat Montanez Metro B Help Desk	None Val Shepherd	None Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	TIR: 0.22 TTR: 0.46
<b>INC000000412578</b>	Nicki Bidlack Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.60
<b>INC000000412593</b>	Whitney Dietlein Metro B Help Desk	None Gary Graham	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.09
<b>INC000000412596</b>	Kimberly Mack Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000412601</b>	Terri Ruesch Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000412610</b>	Terri Ruesch Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.06
<b>INC000000412611</b>	Donna Jordan Metro B Help Desk	Application Val Shepherd	Error Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: 0.21 TTR: 0.38

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<b>INC000000412612</b>	Jessica Jonas Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412615</b>	Nicole Thacker Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11
<b>INC000000412617</b>	Julie Bingham Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412618</b>	John H Thompson Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412620</b>	Bart Schenck Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412623</b>	Terry Jacobsen Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.22
<b>INC000000412628</b>	Lisa Lewis Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412630</b>	Susan Eddy Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412637</b>	Nicole Thacker Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412638</b>	Todd Otanez Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.34
<b>INC000000412640</b>	Kathleen Fife Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412641</b>	Julie Wright Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
<b>INC000000412645</b>	Jill Rainey Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000412646</b>	Angie thompson Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.34
<b>INC000000412649</b>	Chris Metcalf Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412650</b>	Angel Makishi Metro B Help Desk	Application Val Shepherd	Password Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.74
<b>INC000000412651</b>	Maxine Nelson Metro D Help Desk	Application Doug Brown	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000412652</b>	Jodi Patterson Application Support - DFI	Application Judd Houser	Password Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.32 15.41
<b>INC000000412655</b>	Rebecca Larsen Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412656</b>	Maria Mulitalo Metro D Help Desk	None Doug Brown	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412658</b>	Tonya Myrup Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.70
<b>INC000000412662</b>	Jan Grant Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.19
<b>INC000000412679</b>	Laura Johnson Salt Lake Data Center Operations	Print/Copy/Scan/Fax Tom Paden	Queue Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.87 8.87
<b>INC000000412680</b>	Anita Rutledge Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.43
<b>INC000000412687</b>	Scott Buys Help Desk	Application Brenda Treadway	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000412698</b>	Ed Fasy Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.26
<b>INC000000412714</b>	Kiersten Bushman Rural Central Desktop Support	None Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.17
<b>INC000000412721</b>	Mayla Slack Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000412723</b>	Cassandra Weyburn Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
<b>INC000000412737</b>	Romona Zellers Help Desk	Application Brenda Treadway	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
<b>INC000000412740</b>	Cody Harris Metro D Help Desk	None Doug Brown	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412757</b>	Kyle Goudie Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.62
<b>INC000000412768</b>	Malinda Allred Help Desk	Application Brenda Treadway	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000412774</b>	Georgina Trujillo Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29



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<b>INC000000412775</b>	Mark J Scott	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412780</b>	Joseph Harmon	Application	None	DB2 Query Management Facility	TIR Missed: No	TIR: 0.25
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.28
<b>INC000000412790</b>	Milton Gale	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000412795</b>	Nels Holmgren	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 1.79
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: Yes	TTR: 11.18
<b>INC000000412803</b>	Yolanda Copeland	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.05
<b>INC000000412805</b>	Jaffa Solomon	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.05
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.25
<b>INC000000412807</b>	Preston Jones	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412825</b>	Rhonda Hill	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.55
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR: 0.83
<b>INC000000412844</b>	Jarilyn Sterling	Application	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.19
<b>INC000000412846</b>	Marcie Valenzuela	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.52
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 1.11
<b>INC000000412848</b>	Peggy Grusendorf	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.83
Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	TTR: 3.89
<b>INC000000412867</b>	Terry Jacobsen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	TTR: 1.30
<b>INC000000412882</b>	Guy Thompson	Mobile Devices	Error	iPhone	TIR Missed: Yes	TIR: 1.23
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	TTR: 2.51
<b>INC000000412889</b>	Cody McBride	Network	Error	Novell eDirectory	TIR Missed: No	TIR: 0.63
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 1.00
<b>INC000000412890</b>	Sachin M Rajhans	None	None	None	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412906</b>	Joalba Boyd	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000412909</b>	Joalba Boyd	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

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<b>INC000000412910</b>	Lesa Willhard Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	RSA SecurID Software Token Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000412918</b>	Jeff Marrott Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Word Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
<b>INC000000412921</b>	Elaine Totten Help Desk	PC/Laptop Vicky Marrelli	Password Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412923</b>	Tammy J Valdez Help Desk	Application Brenda Treadway	Error Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000412926</b>	Raitos Archuleta Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Microsoft Excel Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.67
<b>INC000000412928</b>	Elaine Totten Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 3.04
<b>INC000000412933</b>	Cody McBride Metro B Help Desk	Application Gary Graham	Reporting Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.16
<b>INC000000412940</b>	Susan Llewellyn Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412941</b>	Kristi Bermingham Metro D Help Desk	Network John Robinson	Error Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412949</b>	Laura Dasilva Help Desk	Network Vicky Marrelli	Incident Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000412954</b>	Jennifer Evans Application Services	Mobile Devices Danielle Hood	Error Human Services	Droid Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 4.72
<b>INC000000412955</b>	Andrea Curtis Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000412960</b>	Carmen K Lloyd Metro B Desktop Support	None Michael Barth	None Human Services	Internet Explorer Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.94
<b>INC000000412998</b>	Marta Bitton Rural Central Desktop Support	PC/Laptop Robert Case	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 1.99
<b>INC000000413011</b>	Salvador Mendez Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413012</b>	Patty Cox Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413021</b>	Nicki Bidlack Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Adobe Acrobat Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.54

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<b>INC000000413026</b>	Christina Humpherys	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
<b>INC000000413037</b>	Shelly Couch	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
<b>INC000000413038</b>	Jacque Poulsen	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
<b>INC000000413040</b>	Janet Smuin	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.29
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.32	
<b>INC000000413044</b>	Jill McAfee	Application	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.44	
<b>INC000000413052</b>	Elaine Maltby	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.21
Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.90	
<b>INC000000413059</b>	Rita Brooks	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.19
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.27	
<b>INC000000413062</b>	Vaepopua Sperry	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
<b>INC000000413064</b>	Tari Weaver	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02	
<b>INC000000413066</b>	Michele Garrick	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	
<b>INC000000413071</b>	Audrena Merrell	Application	Reporting	SAFE		TIR Missed:	No	TIR:	0.39
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.44	
<b>INC000000413073</b>	Jill McAfee	Application	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.15	
<b>INC000000413076</b>	Deann Mason	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.09
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.09	
<b>INC000000413079</b>	Jackie Davis	Application	Password	Utah Criminal Justice Informatio		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.14	
<b>INC000000413085</b>	Andrew Butcher	Network	Performance	None		TIR Missed:	Yes	TIR:	1.07
Campus Networking	Charmaine Malan	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.31	
<b>INC000000413095</b>	Tahlia Cozzens	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.17
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.20	
<b>INC000000413101</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00	

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<b>INC000000413102</b>	Gene Ashdown	None	None	None		TIR Missed: No	TIR: 0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413104</b>	Ellen A Ferolie	Application	Reporting	Office of Recovery Services Inf		TIR Missed: Yes	TIR: 3.03
ORS Case Imaging	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	TTR: 3.37	
<b>INC000000413120</b>	Jill M Hill	None	None	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.87	
<b>INC000000413130</b>	Kelli Karpakis	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413137</b>	Scott Roudabush	Network	Incident	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413141</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413157</b>	Anita Rutledge	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413161</b>	Sue Abbott	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413164</b>	Matt Maxson	Application	Error	None		TIR Missed: No	TIR: 0.28
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: Yes	TTR: 8.58	
<b>INC000000413175</b>	Lisa Quistberg	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.23
Metro C Desktop Support	Ken Knobel	Human Services	Low	Closed	TTR Missed: No	TTR: 1.44	
<b>INC000000413180</b>	Milton Gale	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.14
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.64	
<b>INC000000413185</b>	Faline Iorg	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	TIR: 0.04
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04	
<b>INC000000413205</b>	Diane Felt	Application	Error	None		TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413206</b>	Toni Mortensen	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413213</b>	Josette Harding	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413214</b>	Lyla Kirby	None	None	None		TIR Missed: No	TIR: 0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000413215</b>	Jeanine Hughes	Application	Password	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00	

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<b>INC000000413216</b>	Laureen Wilson Rural Central Desktop Support	Application John Donaldson	Password Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413224</b>	Christopher Zegarra Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.30
<b>INC000000413229</b>	Kathy Tollett Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413230</b>	Jennifer N Davis Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413231</b>	Jennifer N Davis Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413232</b>	Jennifer N Davis Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413233</b>	Jennifer N Davis Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413234</b>	Jennifer N Davis Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413235</b>	Jennifer N Davis Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413238</b>	Jeff Harrop Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.15
<b>INC000000413247</b>	Chris Metcalf Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413263</b>	Tammy Knight Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413264</b>	Teresa Gray Metro B Help Desk	Application Val Shepherd	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.20 TTR: 0.36
<b>INC000000413268</b>	Tami Jones Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000413273</b>	Kay Layton Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 2.82 TTR: 4.50
<b>INC000000413287</b>	Marcie A Johnson Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 2.79 TTR: 3.39
<b>INC000000413296</b>	Doreen Morgan Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.87

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<b>INC000000413297</b>	Tonya Myrup Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
<b>INC000000413303</b>	Lori Savage Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413313</b>	Tami Jones Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000413322</b>	Barbara Ruff Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.45 3.50
<b>INC000000413325</b>	Karen Wiseman Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413355</b>	Brian K Hall Metro B Help Desk	Application Gary Graham	Error Human Services	Employee Gateway Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.71 1.91
<b>INC000000413359</b>	Debbie L Miller Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.89
<b>INC000000413365</b>	Beth Oliver Metro B Help Desk	Application Gary Graham	Error Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.82 1.24
<b>INC000000413367</b>	Erica Wankier Rural Central Desktop Support	Print/Copy/Scan/Fax Jeremy Standifird	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.66 6.04
<b>INC000000413371</b>	Lauren Judd Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413378</b>	Katelyn Bosch Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413384</b>	Liesa Corbridge Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21
<b>INC000000413400</b>	Jill McAfee Metro B Help Desk	None Gary Graham	None Human Services	CapNet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000413403</b>	Saori Phouthavongsay Metro B Help Desk	Application Gary Graham	Error Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.21
<b>INC000000413420</b>	Timaree Crandell Metro D Help Desk	Network John Robinson	Performance Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
<b>INC000000413431</b>	Angie Romero Metro B Help Desk	Application Gary Graham	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.11
<b>INC000000413433</b>	Pam Lee Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06

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<b>INC000000413440</b>	Sharla Bayles Metro B Help Desk	Application Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.08 1.12
<b>INC000000413442</b>	Cindy Phillips Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413445</b>	Keith Brown Strategic Communications	EIS Hardware Luis Larios	Printer Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.72 6.28
<b>INC000000413463</b>	Beth Harrop Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000413469</b>	Romina Bishop Metro B Desktop Support	Network Peter Musser	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.35 3.35
<b>INC000000413483</b>	Janeen Brazier Metro B Help Desk	Application Gary Graham	Error Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.47 7.25
<b>INC000000413484</b>	Navina Forsythe Metro B Desktop Support	None Michael Barth	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.91
<b>INC000000413497</b>	Shawna Peterson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413502</b>	Mike Murry Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000413505</b>	Michelle Cintron Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000413533</b>	Wilton Lolofie Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000413535</b>	Tammy W Harris Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.74 1.99
<b>INC000000413537</b>	Kyle Goudie Metro B Help Desk	Network Gary Graham	Password Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.93 4.05
<b>INC000000413559</b>	Nicki Bidlack Metro B Help Desk	Application Gary Graham	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 1.24
<b>INC000000413580</b>	Helen M DiCaro Metro B Help Desk	Application Gary Graham	Reporting Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 3.43
<b>INC000000413587</b>	Debbie Booth Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
<b>INC000000413588</b>	Tausoa Snead Help Desk	Application Vicky Marrelli	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000413590</b>	Thelma Snow	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.36
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.45
<b>INC000000413602</b>	Justina Flesher	Application	None	None		TIR Missed:	No	TIR:	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.10
<b>INC000000413603</b>	Stephanie Olsen	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000413617</b>	Justina Flesher	Application	None	None		TIR Missed:	No	TIR:	0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.19
<b>INC000000413627</b>	Laura Johnson	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.05
<b>INC000000413634</b>	Preston Freitas	None	None	None		TIR Missed:	No	TIR:	0.42
	Database Services	Mark Gunderson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.42
<b>INC000000413651</b>	Laureen Wilson	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.66
<b>INC000000413674</b>	Terri Ruesch	Network	Incident	PGP		TIR Missed:	No	TIR:	0.68
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.62
<b>INC000000413685</b>	Leann Wilber	None	None	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
<b>INC000000413686</b>	Gene Ashdown	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.77
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.81
<b>INC000000413687</b>	John Saucedo	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.08
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
<b>INC000000413690</b>	Byron Woodland	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000413696</b>	Teresa Gray	Application	Error	Employee Gateway		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	
<b>INC000000413697</b>	Christopher Miller	Application	Error	SAFE		TIR Missed:	No	TIR:	0.59
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.62
<b>INC000000413708</b>	Janis Widdison	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.52
<b>INC000000413715</b>	Debbie Craythorn	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.41
<b>INC000000413745</b>	Laureen Wilson	Application	None	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00



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<b>INC000000413761</b>	Pepper Gale Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000413765</b>	Laureen Wilson Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000413784</b>	Sean T Orton Voice Operations	Telecom Lois Schow	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.16
<b>INC000000413787</b>	Shannon Black Voice Operations	Telecom Lois Schow	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.20
<b>INC000000413794</b>	Saori Phouthavongsay Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
<b>INC000000413798</b>	Patricia Runyan Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.14
<b>INC000000413812</b>	Michelle Main Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413818</b>	Stacy L Petersen Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413825</b>	Karen Wiseman Metro B Desktop Support	Application Peter Musser	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
<b>INC000000413835</b>	Gene Ashdown Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.58
<b>INC000000413840</b>	Emily Manzione Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.71
<b>INC000000413863</b>	Michael Styles Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell eDirectory Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.36 1.36
<b>INC000000413870</b>	Ginger Jacobsen Metro B Help Desk	None Gary Graham	None Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.18
<b>INC000000413871</b>	Keith Beard Rural Central Desktop Support	Mobile Devices Jay Barfuss	Error Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413879</b>	Jill Richan Rural Central Desktop Support	PC/Laptop Troy Morris	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413883</b>	Codi White Rural Central Desktop Support	Network Jay Barfuss	None Human Services	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000413888</b>	Jeanne Godfrey Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20

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<b>INC000000413895</b>	Kim Saunders	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000413898</b>	Trent Kowallis	Application	Error	SAFE		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000413900</b>	Gene Ashdown	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000413905</b>	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.78
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.78
<b>INC000000413926</b>	Kathie Lilenquist	Network	Incident	None		TIR Missed:	No	TIR:	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
<b>INC000000413938</b>	Aimee N Duvall	None	None	Utah Master Directory		TIR Missed:	No	TIR:	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.22
<b>INC000000413953</b>	Peggy Thacker	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000413961</b>	Michael Ah You	None	None	None		TIR Missed:	No	TIR:	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.37
<b>INC000000413964</b>	Barry Asay	Network	Password	None		TIR Missed:	No	TIR:	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.35
<b>INC000000413975</b>	Dan Chatterton	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000413976</b>	Jacqueline Perez	Network	Password	None		TIR Missed:	No	TIR:	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.47
<b>INC000000413993</b>	Cheryl Haws	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000414004</b>	Lorena peterson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000414010</b>	Cynthia Kitchens	Network	Password	None		TIR Missed:	No	TIR:	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
<b>INC000000414021</b>	Robert Coleman	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000414023</b>	Nicole Laub	None	None	None		TIR Missed:	No	TIR:	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
<b>INC000000414027</b>	Celia Navejar	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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## Human Services

<b>INC000000414030</b>	Christopher Mathews	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414071</b>	Sharla Bayles	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.48
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.51
<b>INC000000414072</b>	Deborah Wilbur	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414083</b>	Jane Nichols	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414085</b>	Jane Nichols	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414106</b>	Toni Davis	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414108</b>	Lisa Martinez	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414116</b>	Nicole Christiansen	Network	None	None		TIR Missed: No	TIR: 0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.05
<b>INC000000414117</b>	Carol Powell	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414120</b>	Kris Hansen	None	None	Content Manager		TIR Missed: Yes	TIR: 2.27
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	TTR: 2.27
<b>INC000000414132</b>	Gina Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414152</b>	Brian McIlrath	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414159</b>	David W Morris	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000414168</b>	Jay Griffiths	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.30
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	TTR: 0.84
<b>INC000000414172</b>	Jacob Joslin	Application	Password	PGP		TIR Missed: No	TIR: 0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.55
<b>INC000000414175</b>	Matthew Rasmussen	PC/Laptop	None	None		TIR Missed: No	TIR: 0.13
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	TTR: 0.51
<b>INC000000414183</b>	Jackie Southwick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

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## Human Services

<b>INC000000414198</b>	Terri Dixon Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414201</b>	Deanne Evans Metro B Help Desk	Network Gary Graham	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.99
<b>INC000000414204</b>	Lauren Judd Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.89
<b>INC000000414213</b>	Matt Peterson Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.14 1.14
<b>INC000000414217</b>	Julie Craner Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.13
<b>INC000000414229</b>	Melinda Sandoval Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.08
<b>INC000000414232</b>	Morgan Gurr Rural South Desktop Support	Application Doug Chaston	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414242</b>	Tyler Petersen Metro B Desktop Support	PC/Laptop Peter Musser	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.61
<b>INC000000414244</b>	Michelle Main Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 0.99
<b>INC000000414252</b>	Traci Jones Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.93 0.95
<b>INC000000414263</b>	Faline Iorg Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 1.08
<b>INC000000414264</b>	Cyndi Cox Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.68
<b>INC000000414270</b>	Mandy Petersen Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.06 1.12
<b>INC000000414279</b>	Eden Kajiyama Rural Central Desktop Support	Application Paul Petersen	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
<b>INC000000414285</b>	Todd Otanez Help Desk	Application James Stearns	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.75
<b>INC000000414311</b>	Laurie Flores Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000414314</b>	Fanu Ulugalu Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000414317</b>	Gloria Beagley Application Support - EREP IA	Application Amberly Hoang	Error Human Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
<b>INC000000414328</b>	Rea Bartlett Rural Central Desktop Support	PC/Laptop Paul Petersen	Hardware Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.11
<b>INC000000414334</b>	Jeanine Taylor Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000414335</b>	Armanda Dzafic Metro C Desktop Support	Application Ken Knobel	None Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.61
<b>INC000000414347</b>	Sandra Gleed Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.93
<b>INC000000414367</b>	Nuchanaad Martin Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.63
<b>INC000000414380</b>	Deanna Fisher Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000414382</b>	Barbara Gallegos Metro B Desktop Support	None Peter Musser	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414387</b>	Tom Medina Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Error Code Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.72
<b>INC000000414389</b>	Melissa Baide Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
<b>INC000000414390</b>	Jennifer Coomer Metro B Desktop Support	Application Jay Locker	Password Human Services	PGP Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.83 1.31
<b>INC000000414404</b>	Luke Jenne Metro B Desktop Support	None Peter Musser	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414410</b>	Gina Timmerman Metro B Desktop Support	Network Peter Musser	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 1.15
<b>INC000000414414</b>	Susan Goodman Application Services	None Tony Larsen	None Human Services	Citrix ICA Client Low Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.72 83.37
<b>INC000000414419</b>	Mary Wilder Metro B Help Desk	None Gary Graham	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
<b>INC000000414428</b>	Kathy Tollett Metro B Desktop Support	PC/Laptop Bill Crowther	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.38
<b>INC000000414430</b>	Evelyn Cloward Operations Production Control	None Duane Hardy	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000414434</b>	Stephanie Wright Metro B Help Desk	Application Val Shepherd	Error Human Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.43
<b>INC000000414441</b>	Wendy Cole Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.41
<b>INC000000414442</b>	Ken Ransom Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000414454</b>	Jackie Stahler Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.73
<b>INC000000414468</b>	Geniel Evenson Metro B Desktop Support	None Bill Crowther	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 2.35
<b>INC000000414474</b>	Lois Dettenmaier Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414475</b>	Ginger Flowers Metro D Help Desk	Application John Robinson	Error Human Services	SAFE Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414477</b>	Melissa Baide Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Utah Criminal Justice Information System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
<b>INC000000414507</b>	Bridgette Mair Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414541</b>	Jill Colvin Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000414544</b>	Charlene Wilde Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414551</b>	Noreen Heid Metro B Desktop Support	Application Bill Crowther	Password Human Services	PGP Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 5.79
<b>INC000000414556</b>	Kati Wheatley Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Information System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000414561</b>	Wendy Whiting Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	State Payroll Time Entry System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000414572</b>	Diane Maciel Metro B Help Desk	Application Gary Graham	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.74
<b>INC000000414584</b>	Steven Coleman Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414594</b>	Julie Gerber Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07

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## Human Services

<b>INC000000414620</b>	Carma Hemingway Operations Production Control	None Duane Hardy	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414621</b>	Melissa Brady Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414626</b>	Elizabeth Purdy Metro B Help Desk	Application Gary Graham	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.12
<b>INC000000414630</b>	Jill Colvin Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000414634</b>	Jill Colvin Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000414645</b>	Kay Layton Metro B Desktop Support	Mobile Devices Jay Locker	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.80
<b>INC000000414648</b>	Larry Kelly Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
<b>INC000000414650</b>	Jennifer Gardner Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414652</b>	Mark Scott Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414655</b>	Mark Perry Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.64
<b>INC000000414660</b>	Jessica Gallegos Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.10 1.15
<b>INC000000414678</b>	Becky Medina Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414682</b>	Patricia Graff Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.12 1.51
<b>INC000000414693</b>	John Saucedo Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.23 1.31
<b>INC000000414697</b>	Whitney Dietlein Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
<b>INC000000414699</b>	Chris Morton Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.40
<b>INC000000414711</b>	Justina Flesher Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.00

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## Human Services

<b>INC000000414722</b>	Wendy Cole Application Services	Application Paul Lundell	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.79 11.12
<b>INC000000414728</b>	Shawn Jack Rural South Desktop Support	Application Meladye Shively	Error Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.68
<b>INC000000414735</b>	Robert W Johnson Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414745</b>	Janet Culpepper Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414746</b>	Helen M DiCaro Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
<b>INC000000414747</b>	Brad Cook Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000414756</b>	Kelsy Owens Metro B Help Desk	Application Val Shepherd	Password Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414758</b>	Jason Gardner Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414768</b>	Danny Oliva Deras Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414772</b>	Patricia Graff Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.34
<b>INC000000414780</b>	Brian Koralewski Strategic Communications	EIS Hardware Luis Larios	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.26 6.40
<b>INC000000414791</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414797</b>	Brian Koralewski Rural Central Desktop Support	Print/Copy/Scan/Fax Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.50
<b>INC000000414805</b>	Nancy Bartolini Metro B Help Desk	Application Val Shepherd	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
<b>INC000000414823</b>	Brian Koralewski Strategic Communications	EIS Hardware Luis Larios	Printer Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 6.80
<b>INC000000414831</b>	Jill Rainey Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000414838</b>	Peguy Jacques Rural Central Desktop Support	Application John Donaldson	None Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.19



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<b>INC000000414853</b>	Mary Durfee Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
<b>INC000000414861</b>	Nickie Stocks Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
<b>INC000000414873</b>	Aimee N Duvall Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.29
<b>INC000000414891</b>	Susan Eddy Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000414894</b>	Arthur Hobbs Rural Central Desktop Support	Application Jay Barfuss	Reporting Human Services	Utah Cares Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000414895</b>	Sheila Shumway Voice Operations	Telecom Lois Schow	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.77 1.11
<b>INC000000414900</b>	Brenda Barrus Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.17
<b>INC000000414910</b>	Teresa Carr Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.34
<b>INC000000414928</b>	Kris Shaw Application Services	None Tony Larsen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 21.44
<b>INC000000414989</b>	Rick Harwood Application Services	Application Martin Gonzalez	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 40.76
<b>INC000000415006</b>	Lori Hughes Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415007</b>	Navina Forsythe Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415013</b>	Todd Thayn Rural Central Desktop Support	None Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.57
<b>INC000000415014</b>	Gaye A Holt Metro B Desktop Support	PC/Laptop Jay Locker	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
<b>INC000000415023</b>	Jill V Bell Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415044</b>	Eva Clarke Metro B Help Desk	Application Gary Graham	Error Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.16
<b>INC000000415048</b>	Cheryl Sorensen Rural South Desktop Support	None Scott Jesienouski	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000415052</b>	Laura Pare Metro B Desktop Support	PC/Laptop Bill Crowther	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 2.86
<b>INC000000415056</b>	Judy Hafen Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415062</b>	Kerry Hedin Metro B Help Desk	Application Gary Graham	Error Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.10 7.81
<b>INC000000415068</b>	Emma Montoya Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415074</b>	John Perkins Rural Central Desktop Support	None Paul Petersen	None Human Services	Sybase Open Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415077</b>	Judy Hafen Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415087</b>	Judy A Peterson Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415088</b>	Craig Berntson Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000415095</b>	Sharon Timmons Metro B Help Desk	Application Gary Graham	Error Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 1.17
<b>INC000000415106</b>	Jeanine Taylor Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415107</b>	Susan Goodman Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.40
<b>INC000000415133</b>	Maria Bulloch Metro B Help Desk	Application Gary Graham	Password Human Services	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.00 1.09
<b>INC000000415134</b>	Lee Fairbourn Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415138</b>	Christina Humpherys Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415139</b>	Shaunna Conder Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415142</b>	Jeannine Strasburg Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415144</b>	Barbara Ruff Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 1.50

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## Human Services

<b>INC000000415150</b>	Brent Perry Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415164</b>	Angela Schmith Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415179</b>	Sharon Timmons Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 1.95
<b>INC000000415184</b>	Maggie Noyes Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: 0.71 TTR: 0.74
<b>INC000000415202</b>	Heidi Watts Rural Central Desktop Support	Network Jeremy Standifird	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
<b>INC000000415235</b>	Wendy Cole Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415243</b>	Justina Flesher Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.28 TTR: 2.66
<b>INC000000415250</b>	Gaye A Holt Metro B Help Desk	Application Gary Graham	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.74 TTR: 0.78
<b>INC000000415263</b>	Gene Ashdown Metro B Help Desk	PC/Laptop Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.61 TTR: 6.36
<b>INC000000415266</b>	Heidi Valdez Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415268</b>	Deanna Fisher Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
<b>INC000000415281</b>	Gayle Nath Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415284</b>	Cristina Duke Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415286</b>	Clint Thurgood Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415293</b>	Jenny Nicholas Rural Central Desktop Support	None Troy Morris	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000415301</b>	Marci Ogaard Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
<b>INC000000415318</b>	Wendy Whiting Help Desk	PC/Laptop Vicky Marrelli	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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## Human Services

<b>INC000000415319</b>	Wendy Cole Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
<b>INC000000415326</b>	Justin Northway Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.97
<b>INC000000415349</b>	Frank Bedolla Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415355</b>	Karen Anderson Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
<b>INC000000415356</b>	John Wilson Help Desk	Application Vicky Marrelli	Reporting Human Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415358</b>	Skip Worwood Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415359</b>	Kenneth McGee Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.21
<b>INC000000415360</b>	Jacob Pierce Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415362</b>	Jennifer Court Rural Central Desktop Support	Print/Copy/Scan/Fax John Donaldson	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.83 0.83
<b>INC000000415363</b>	Peter Johansson Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.18
<b>INC000000415367</b>	Marla Mathisen Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.38
<b>INC000000415374</b>	Kerri Burns Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415387</b>	Tammy J Valdez Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000415422</b>	Teresa Carr Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
<b>INC000000415423</b>	Susan Goodman Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415440</b>	Annie Baum Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415449</b>	Liz Wing Metro B Help Desk	PC/Laptop Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 3.75

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## Human Services

<b>INC000000415450</b>	Amy Hall	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415453</b>	Marti Carroll	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	TTR: 3.97
<b>INC000000415465</b>	Sean T Orton	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	TTR: 0.42
<b>INC000000415467</b>	Vickie Long	Application	None	Utah System for Tracking Eligibi		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.54
<b>INC000000415469</b>	Debi Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415474</b>	Sara Hinckley	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed: No	TTR: 1.23
<b>INC000000415482</b>	Mike Fitch	Application	None	SAFE		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04
<b>INC000000415491</b>	Lory Conover	Application	Error	Utah Master Directory		TIR Missed: No	TIR: 0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.56
<b>INC000000415497</b>	Ruth Johnson	Application	Password	PGP		TIR Missed: No	TIR: 0.88
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.54
<b>INC000000415507</b>	Heather Rondorf	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415509</b>	Gaye A Holt	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.54
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	TTR: 1.54
<b>INC000000415514</b>	Ruth Powers	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.23
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: Yes	TTR: 23.86
<b>INC000000415546</b>	Tammy L Davis	Application	Reporting	None		TIR Missed: No	TIR: 0.34
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	TTR: 3.73
<b>INC000000415553</b>	Nancy Lee	None	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 7.49
<b>INC000000415557</b>	Sharon Timmons	Application	Reporting	Office of Recovery Services Infrc		TIR Missed: No	TIR: 0.32
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.32
<b>INC000000415565</b>	Elizabeth Purdy	Application	Error	SAFE		TIR Missed: No	TIR: 0.28
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.40
<b>INC000000415575</b>	Vicky Westmoreland	Application	Reporting	Microsoft Word		TIR Missed: No	TIR: 0.25
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.71

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## Human Services

<b>INC000000415586</b>	Debbi Orwin Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 0.95
<b>INC000000415588</b>	Christina Humpherys Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000415642</b>	Judy Alice Harrington Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 1.71
<b>INC000000415649</b>	Trisha Reynolds Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.65
<b>INC000000415655</b>	John Perkins Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415674</b>	Nickie Stocks Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
<b>INC000000415687</b>	Marc Vaughn Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415688</b>	Linda Murray Rural Central Desktop Support	Print/Copy/Scan/Fax Jay Barfuss	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415692</b>	Paul Schaaf Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000415700</b>	Joanna Montague Help Desk	Application Vicky Marrelli	Password Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415701</b>	Stacey Boyd Rural Central Desktop Support	PC/Laptop Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.55
<b>INC000000415714</b>	Sheryl St Clair Help Desk	Mobile Devices Vicky Marrelli	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415716</b>	Jocelyn Terrill Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415778</b>	Braden Migliaccio Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415784</b>	Maribeth Greenleaf Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415785</b>	Vicki Carver Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415803</b>	Maria Mulitalo Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000415807</b>	Merry Reed	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415808</b>	Deborah Sirles	Application	Password	RSA SecurID Software Token	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415812</b>	Tristine Toyn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415815</b>	Geraldine Apel	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415816</b>	Wendy Cole	Mobile Devices	None	None	TIR Missed: No	TIR: 0.50
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	TTR: 2.75
<b>INC000000415817</b>	Delayne Heinhold	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	TTR: 1.32
<b>INC000000415818</b>	Sheryl St Clair	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415836</b>	Debra Dopp	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415842</b>	Joy Stover	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415851</b>	Sherrie Chynoweth	None	None	None	TIR Missed: No	TIR: 0.23
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	TTR: 0.23
<b>INC000000415856</b>	Terrie Basinger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415857</b>	Margaret Strasburg	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.27
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	TTR: 1.61
<b>INC000000415867</b>	Helen M DiCaro	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.18
<b>INC000000415885</b>	Shirley Eggli	Application	None	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415920</b>	Don Moss	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000415946</b>	Sharon Timmons	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 1.00
	Metro B Desktop Support	Jay Locker	Human Services	Medium Closed	TTR Missed: No	TTR: 1.49
<b>INC000000415951</b>	Peggy Williams	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	TTR: 0.00

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## Human Services

<b>INC000000415959</b>	Mack McDonald Metro B Desktop Support	PC/Laptop Anthony Booyse	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.97
<b>INC000000415962</b>	Judy Alice Harrington Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415975</b>	Joy Stover Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415977</b>	Christina Boddy Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000415987</b>	Cassie Selim Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.22
<b>INC000000415988</b>	Stephanie Rentmeister Voice Operations	Telecom Romanza Hamblin	Dial Tone Human Services	telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.88
<b>INC000000415990</b>	Orlas Demasters Rural South Desktop Support	Application Lance Nay	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
<b>INC000000415993</b>	Lisa Aragon Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.10
<b>INC000000416029</b>	Kris Wisdom Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416032</b>	Shawna Peterson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416033</b>	Kallee Simpson Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.34
<b>INC000000416035</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416036</b>	Lisa Bruno Metro A Desktop Support	Application Mike Wilde	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.74
<b>INC000000416043</b>	William A farley Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416046</b>	Georgeia Wood Metro B Desktop Support	PC/Laptop Jay Locker	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.14
<b>INC000000416061</b>	Barbara Wolfe Metro B Help Desk	Application Val Shepherd	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416068</b>	Adrianna Pahulu Application Services	Telecom Danielle Hood	None Human Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 1.81



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## Human Services

<b>INC000000416072</b>	Maribeth Greenleaf Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000416080</b>	Chuck Berglund Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.11
<b>INC000000416083</b>	Mark Washburn Metro A Help Desk	Application Liz Evans	Error Human Services	Job search for job seekers and ; Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.25
<b>INC000000416086</b>	Kris Shaw Metro A Desktop Support	Application Mike Wilde	Error Human Services	Utah Cares Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.49 14.37
<b>INC000000416093</b>	Cheryl Dalley Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416103</b>	Christine Nguyen Metro B Desktop Support	Application Annice Valdez	None Human Services	IPCC Express Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 6.15
<b>INC000000416107</b>	Brooke Ibanez Rural Central Desktop Support	Application Paul Petersen	None Human Services	SAFE Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.15 3.64
<b>INC000000416124</b>	Heidi Jones Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416125</b>	Amanda Burtenshaw Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416137</b>	Mavanie Vein Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416143</b>	Claire Mantonya Help Desk	Mobile Devices Vicky Marrelli	Error Human Services	iPhone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
<b>INC000000416149</b>	Penny Rice Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416158</b>	Arla Jensen Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416159</b>	Ella Lopez Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416161</b>	Sherranda Garzarelli Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.37
<b>INC000000416162</b>	Ellen Weaver ORS Content Manager	None Dan Barrett	None Human Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.78 1.78
<b>INC000000416167</b>	Tamera Weis ORS Content Manager	Application Dan Barrett	Error Human Services	Content Manager High	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.65 1.65

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<b>INC000000416170</b>	Joann Murphy	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.61
	ORS Content Manager	Dan Barrett	Human Services	High	Closed	TTR Missed: No	TTR: 1.61
<b>INC000000416174</b>	Mark Scott	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.54
	ORS Content Manager	Dan Barrett	Human Services	High	Closed	TTR Missed: No	TTR: 1.54
<b>INC000000416175</b>	Keith Beard	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000416196</b>	Kristy Walker	Application	Error	Content Manager		TIR Missed: No	TIR: 0.25
	Metro B Help Desk	Gary Graham	Human Services	High	Closed	TTR Missed: No	TTR: 0.29
<b>INC000000416198</b>	Gloria Whitesides	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	TIR: 0.34
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.46
<b>INC000000416203</b>	Connie R Frandsen	Application	Error	Content Manager		TIR Missed: No	TIR: 0.19
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.22
<b>INC000000416205</b>	Jeanmarie Morris	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.37
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.42
<b>INC000000416207</b>	Fleishia Taylor	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	TTR: 4.40
<b>INC000000416212</b>	Mel Castillo	Application	Error	Financial Information Network		TIR Missed: No	TIR: 0.21
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: Yes	TTR: 6.88
<b>INC000000416218</b>	Marcia Fryer	Application	Password	DB2 Query Management Facility		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000416220</b>	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 1.01
<b>INC000000416229</b>	Liz Medina	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11
<b>INC000000416242</b>	Susan Burnett	Application	Reporting	eFIND/eSHARE		TIR Missed: Yes	TIR: 1.40
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 1.40
<b>INC000000416245</b>	Shellie Smith	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR: 2.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 2.33
<b>INC000000416247</b>	Amy Buehler	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.22
<b>INC000000416249</b>	Chelyse Klepper	Application	Error	State Payroll Time Entry System		TIR Missed: Yes	TIR: 1.16
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 2.40
<b>INC000000416263</b>	Claudette Saunders	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

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## Human Services

<b>INC000000416266</b>	Lory Conover	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000416280</b>	Mike Hebdon	Application	Password	None	TIR Missed: No	TIR: 0.51
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.67
<b>INC000000416286</b>	Natalie Stoddard	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	TIR: 0.48
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.64
<b>INC000000416293</b>	Whitney Dietlein	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000416294</b>	Josette Harding	Network	Password	None	TIR Missed: No	TIR: 0.63
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.63
<b>INC000000416312</b>	Joann Murphy	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000416313</b>	Eric Jaehne	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.27
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	TTR: 1.36
<b>INC000000416328</b>	Tiffany Baumann	Application	None	SAFE	TIR Missed: No	TIR: 0.62
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	TTR: 0.88
<b>INC000000416331</b>	Patricia Jensen	Network	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.53
<b>INC000000416342</b>	Sterling Cabana	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 2.58
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	TTR: 2.58
<b>INC000000416349</b>	Guy Thompson	None	None	None	TIR Missed: No	TIR: 0.11
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11
<b>INC000000416358</b>	Diane Hannah	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.25
<b>INC000000416364</b>	Jennifer Coomer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000416371</b>	Gary Howarth	Application	Error	Content Manager	TIR Missed: No	TIR: 0.52
ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	TTR: 1.11
<b>INC000000416387</b>	Gerri Guthrie	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000416390</b>	Jill M Hill	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 1.63
<b>INC000000416392</b>	Jill M Hill	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR: 1.63

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## Human Services

<b>INC000000416432</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416449</b>	Jenny Fuchs Rural Central Desktop Support	Network Paul Petersen	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
<b>INC000000416453</b>	Diane Felt Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416477</b>	Whitney Dietlein Application Services	Application Tony Larsen	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.64 2.92
<b>INC000000416549</b>	Taniela Pahulu Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416552</b>	Tamie Hamblin Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416554</b>	Cherilyn Webster Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416556</b>	John H Thompson Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416557</b>	Bart Schenck Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416558</b>	Bart Schenck Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416572</b>	Corrie Miera Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416593</b>	Leilah Khan-Lara Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416604</b>	Cassie Peet Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.13
<b>INC000000416610</b>	Ralph Colosimo Metro B Help Desk	Network Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.48
<b>INC000000416620</b>	William S Jordan Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416627</b>	Spencer Lloyd Rural Central Desktop Support	Application Robert Case	Error Human Services	Echart Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.55
<b>INC000000416635</b>	Kallee Simpson Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.22

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## Human Services

<b>INC000000416637</b>	Shawna Peterson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416645</b>	Kris Allen Voice Operations	Telecom Britany Finlay	Hardware Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.60
<b>INC000000416655</b>	Nancy Bartolini Metro B Help Desk	None Gary Graham	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000416659</b>	Kathi Gunn Voice Operations	Telecom Romanza Hamblin	Call Management Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.51
<b>INC000000416677</b>	Mark Robertson Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416682</b>	Monica Ehlers Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416683</b>	bridget K lundy Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416700</b>	Tom Dunford Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416706</b>	Scott Munden Metro B Desktop Support	None Anthony Booyse	None Human Services	Avaya CentreVu Supervisor Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.98 6.22
<b>INC000000416712</b>	Sara Visser Metro B Help Desk	Application Val Shepherd	Reporting Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.38
<b>INC000000416722</b>	Michelle Strasburg Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.63
<b>INC000000416726</b>	Deanna Fisher Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000416740</b>	Sandra Adams Rural South Desktop Support	PC/Laptop Scott Jesienouski	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
<b>INC000000416755</b>	Kristy Walker Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416767</b>	Glenn Barrow Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416768</b>	Shirley Harding Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416779</b>	Jennifer Baxter Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.22

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<b>INC000000416786</b>	Lauren Judd Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000416788</b>	Angie Chavez Voice Operations	Telecom Kelly Johnson	Coverage Path Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.94
<b>INC000000416794</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416798</b>	Tammy Wood Application Services	None Danielle Hood	None Human Services	BlackBerry Configuration Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.35 6.15
<b>INC000000416802</b>	Carol Black Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.94
<b>INC000000416803</b>	Vicky Westmoreland Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
<b>INC000000416815</b>	Linda Baggs Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416834</b>	Stacie Pohahau Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416839</b>	Julie Bingham Rural North Desktop Support	None Ruston McKay	None Human Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.88
<b>INC000000416848</b>	Chris Metcalf Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000416849</b>	Susan Eddy Rural North Desktop Support	None Ruston McKay	None Human Services	IPCC Express Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.76
<b>INC000000416855</b>	Lisa Peek Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416862</b>	Stacey Gleed Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000416881</b>	Karen C Andersen Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416883</b>	Traci Wilde Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416887</b>	Vicky Westmoreland Metro D Help Desk	Application Doug Brown	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416930</b>	Meisi Collins Metro B Help Desk	Application Gary Graham	Password Human Services	Medicaid Managed Care System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.37

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## Human Services

<b>INC000000416949</b>	Linda Long Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416952</b>	Tamara Bates Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416961</b>	Annette Perkins Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Cisco AnyConnect VPN Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
<b>INC000000416971</b>	Laurie Neff Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416981</b>	Tina Humphrey ORS Content Manager	None Dan Barrett	None Human Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 0.99
<b>INC000000416987</b>	Cole W Christensen Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416992</b>	Natalie Stoddard Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000416997</b>	Noela Karza Metro B Help Desk	Application Val Shepherd	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.50
<b>INC000000417011</b>	Doug Fox Rural South Desktop Support	Application Ryan Bennett	None Human Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.47
<b>INC000000417026</b>	Judy Alice Harrington Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.25
<b>INC000000417029</b>	Jared Bunnell Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417032</b>	Stephanie Wright Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417039</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417049</b>	Tammy Petrowski Rural North Desktop Support	None Ruston McKay	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417061</b>	Sandi Evans Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417066</b>	Stacey Torres Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	DB2 Query Management Facility Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000417074</b>	Beth Oliver Metro B Help Desk	Application Val Shepherd	Password Human Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000417084</b>	Terry Snarr Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.28
<b>INC000000417088</b>	Kent Karren Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417094</b>	Stephanie Wright Help Desk	Mobile Devices Sarah Johnson	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.44
<b>INC000000417095</b>	Melanie E. Davies Help Desk	Mobile Devices Sarah Johnson	Error Human Services	Droid Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.44
<b>INC000000417097</b>	Melanie E. Davies Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.15
<b>INC000000417103</b>	Paula Lamb ORS Content Manager	Application Dan Barrett	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.48
<b>INC000000417104</b>	Jill Aldrich Metro B Help Desk	Network Janet Hongsyvilay	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.36
<b>INC000000417105</b>	Pofele Saluni Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.06
<b>INC000000417109</b>	Heather Barlow Rural Central Desktop Support	Network Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000417112</b>	Bruce Taylor Rural Central Desktop Support	PC/Laptop Robert Case	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.96
<b>INC000000417113</b>	Joseph Gonzalez Strategic Communications	EIS Hardware Luis Larios	Printer Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 2.41
<b>INC000000417115</b>	Lana Dalton Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417125</b>	Kristina Gerlach Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417152</b>	Mark Perry Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417154</b>	Loralee Gacioch Metro B Help Desk	Network Janet Hongsyvilay	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.31
<b>INC000000417162</b>	Natalie Perez Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.31
<b>INC000000417166</b>	A Sue Taylor Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12



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<b>INC000000417175</b>	Christine Deary Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417180</b>	Jill V Bell Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.20 TTR: 0.25
<b>INC000000417183</b>	Robyn Ostberg Rural South Desktop Support	Application Ryan Bennett	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.59 TTR: 0.87
<b>INC000000417186</b>	Jill McAfee Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417199</b>	Lauren Judd Metro B Help Desk	Network Gary Graham	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.62
<b>INC000000417214</b>	Glen C Ames Rural South Desktop Support	Application Lance Nay	Error Human Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417218</b>	Catherine Taylor Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.31 TTR: 0.31
<b>INC000000417219</b>	Ellen Huggard Rural North Desktop Support	None Neil Smedley	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417221</b>	Tammy Powell Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417223</b>	Tammy Powell Rural South Desktop Support	Application Lance Nay	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417228</b>	Matt Watkins Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 0.15
<b>INC000000417233</b>	Karma Limb Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417245</b>	Scott Roudabush Rural Central Desktop Support	Network John Donaldson	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417247</b>	Eliana Downing Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417248</b>	Margo Vick Rural Central Desktop Support	Network John Donaldson	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417256</b>	Spencer Hall Rural Central Desktop Support	PC/Laptop John Donaldson	Performance Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417259</b>	Rea Bartlett Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 0.04

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## Human Services

<b>INC000000417260</b>	Lois Dettenmaier	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417265</b>	Frank Rees	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.38
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.38
<b>INC000000417266</b>	Matthew Hoyal	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417268</b>	Spencer Hall	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417300</b>	Gina Hatch	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417312</b>	Sandra Bonivert	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417316</b>	Jennifer M Peterson	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417320</b>	Candace Jensen	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417321</b>	Marci Ogaard	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417326</b>	Dan Barrett	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417343</b>	Lydia Velasquez	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417344</b>	Jana Gierisch	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417346</b>	James Poon	None	None	None		TIR Missed:	No	TIR:	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.21
<b>INC000000417355</b>	Stephen Phair	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417361</b>	John Godfrey	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000417366</b>	John Godfrey	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
<b>INC000000417369</b>	Ellen A Ferolie	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.34
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.78

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## Human Services

<b>INC000000417372</b>	Jocelyn Terrill Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417385</b>	John Godfrey Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 0.15
<b>INC000000417398</b>	Karma J Belcher Help Desk	Network Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417401</b>	Tonya Myrup Metro B Desktop Support	Application Cindy Reed	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.85 TTR: 0.91
<b>INC000000417403</b>	Eric Freeman Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417413</b>	Jeanne Godfrey Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417420</b>	James Poon Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417425</b>	Sandra Bonivert Help Desk	Network Julie VanBeekum	None Human Services	Novell eDirectory Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417429</b>	Jeanne Godfrey Metro B Help Desk	PC/Laptop Val Shepherd	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.53
<b>INC000000417454</b>	Julie Bingham Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	TIR: 0.28 TTR: 0.46
<b>INC000000417483</b>	Leslie Farley Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000417488</b>	Sara Bodily Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
<b>INC000000417492</b>	Gina Hatch Rural South Desktop Support	Application Meladye Shively	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.16 TTR: 0.16
<b>INC000000417493</b>	Dawn Hollingsworth Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 5.93
<b>INC000000417494</b>	Jody Eby Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.38 TTR: 0.38
<b>INC000000417496</b>	Linda Berry Metro B Help Desk	Network Val Shepherd	Password Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.17 TTR: 0.42
<b>INC000000417498</b>	Lisa Green Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.07

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## Human Services

<b>INC000000417512</b>	Cathy Valerio	Application	None	PGP		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.05
<b>INC000000417513</b>	Alexandra Urban	Telecom	None	Telephone		TIR Missed: Yes	TIR: 1.14
	Voice Operations	Romanza Hamblin	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.14
<b>INC000000417515</b>	James Faulkner	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000417533</b>	Jackie Davis	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417534</b>	Duane Lund	Application	Reporting	Microsoft Word		TIR Missed: No	TIR: 0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.44
<b>INC000000417535</b>	Janis Hurst	Application	None	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
<b>INC000000417547</b>	Lori Robinson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417557</b>	Michael Blakey	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
<b>INC000000417581</b>	Eva Clarke	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR: 0.77
<b>INC000000417591</b>	Vicky Westmoreland	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417593</b>	Julie A Ross	Application	None	SAFE		TIR Missed: Yes	TIR: 4.38
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR: 4.38
<b>INC000000417612</b>	David Jones	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417626</b>	Carol Baumann	None	None	None		TIR Missed: No	TIR: 0.46
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.04
<b>INC000000417634</b>	Susan Riggs	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	TIR: 0.32
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.38
<b>INC000000417643</b>	Robert Carboni	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.29
	Metro A Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.29
<b>INC000000417645</b>	Karen Wiseman	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417646</b>	Jackie Jackson	Telecom	None	None		TIR Missed: No	TIR: 0.25
	Voice Operations	Romanza Hamblin	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.25

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## Human Services

<b>INC000000417661</b>	Nicole Thacker Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000417664</b>	Nicole Thacker Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
<b>INC000000417673</b>	Justina Flesher Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.45
<b>INC000000417678</b>	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.35
<b>INC000000417679</b>	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.33
<b>INC000000417690</b>	Travis Ewing Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417692</b>	Taylor Broughton Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417702</b>	Rebecca Sayers Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417706</b>	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.16
<b>INC000000417708</b>	Teresa Gray Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417718</b>	Lory Conover Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417743</b>	Tamera Weis Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417745</b>	Lory Conover Help Desk	Application Vicky Marrelli	Password Human Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417750</b>	Richard Spencer Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417754</b>	Susan Goodman Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.00
<b>INC000000417759</b>	Chris Pacheco Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417761</b>	Richard Spencer Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09

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## Human Services

<b>INC000000417770</b>	Sherri Carter Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417785</b>	Sharon Timmons Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.39
<b>INC000000417796</b>	Celeste LaBorde Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
<b>INC000000417799</b>	Peggy Williams Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
<b>INC000000417822</b>	Amanda L Johnson Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417828</b>	Mark Perry Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417833</b>	Kimberly Davis Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417836</b>	Mark Perry Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417840</b>	Dian Chivers Rural South Desktop Support	PC/Laptop Lance Nay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417846</b>	Verna Sorenson Rural South Desktop Support	None Lance Nay	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417851</b>	Mark Perry Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417858</b>	Matt Calacino Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000417860</b>	Margie Jorgensen Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417863</b>	Celeste LaBorde Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417869</b>	Donelle Clements Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417877</b>	Dave Boel Help Desk	Application Vicky Marrelli	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000417879</b>	Brittania Gutierrez Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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## Human Services

<b>INC000000417889</b>	Glenn Barrow	Application	Error	Fleet Focus		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417892</b>	Shellie O Peterson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417904</b>	Abigail Levi	Network	Password	Novell eDirectory		TIR Missed: No	TIR: 0.23
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.27
<b>INC000000417925</b>	Laura Garrard	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417944</b>	Teresa Church	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417984</b>	Kim Bunker	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417986</b>	Peter Heinbecker	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417995</b>	Janis Giles	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417996</b>	Jane Jakeman	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000417997</b>	Rachelle Cranney	Network	Error	None		TIR Missed: Yes	TIR: 2.72
	Rural North Desktop Support	Steven Haderlie	Human Services	Low	Resolved	TTR Missed: No	TTR: 2.73
<b>INC000000418000</b>	Jo-Ann Holtgreffe	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000418017</b>	Rachelle Aune	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000418023</b>	Ioane Siasoi	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000418045</b>	Navina Forsythe	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000418048</b>	John Perkins	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000418062</b>	Paula Lamb	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000418067</b>	Paul Gardner	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.96

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## Human Services

<b>INC000000418068</b>	Nancy Newman Metro B Help Desk	Application Val Shepherd	None Human Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418075</b>	Polly Gregson Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
<b>INC000000418078</b>	Dennis Shepherd Rural North Desktop Support	Network Steven Haderlie	Error Human Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 2.54
<b>INC000000418081</b>	Mary Ferrell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418090</b>	Tom Medina Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418092</b>	Karla Kallas Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418106</b>	Loretta Galvan Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418110</b>	Madeleine Penson Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418115</b>	Susan Clements Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.65
<b>INC000000418118</b>	Robert Downing Voice Operations	Telecom Lois Schow	Voice Mail Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.28
<b>INC000000418121</b>	Shannon M Alvey Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418122</b>	Lisa Martinez Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.13
<b>INC000000418128</b>	Lisa Aragon Help Desk	Application Vicky Marrelli	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418131</b>	Kevin Whipple Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418139</b>	Marlene Goodrich Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.19
<b>INC000000418147</b>	Calleen Chivers Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.15
<b>INC000000418174</b>	Georgeia Wood Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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## Human Services

<b>INC000000418177</b>	Destry Maycock Rural South Desktop Support	Network Doug Chaston	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418186</b>	Linda Obrien Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418190</b>	Louis Nielson Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418193</b>	Vanessa Amburgey Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418194</b>	Karin Thorn Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 7.41
<b>INC000000418200</b>	Lisa Martinez Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
<b>INC000000418215</b>	Vanessa Amburgey Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000418217</b>	Adrienne Rowley Voice Operations	Telecom Julie Sabato	Area Code Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.93 2.74
<b>INC000000418220</b>	Alan K Misbach Help Desk	Network Julie VanBeekum	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418221</b>	Carrie Worthen Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418222</b>	Mike Beacco Rural South Desktop Support	PC/Laptop Scott Jesienouski	Virus Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.83 0.83
<b>INC000000418225</b>	Amy Buehler Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
<b>INC000000418233</b>	Sara Bodily Metro B Help Desk	Network Gary Graham	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
<b>INC000000418238</b>	Christy Van Buskirk Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.79
<b>INC000000418257</b>	Kenneth McGee Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.92
<b>INC000000418266</b>	Jill Rainey Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.36
<b>INC000000418287</b>	Marcie Valenzuela Help Desk	PC/Laptop Gary Graham	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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<b>INC000000418288</b>	Wayne Airmet Rural North Desktop Support	PC/Laptop Neil Smedley	Performance Human Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
<b>INC000000418293</b>	Christopher Scott Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
<b>INC000000418302</b>	Sara Visser Rural North Desktop Support	PC/Laptop Neil Smedley	None Human Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 4.38
<b>INC000000418320</b>	Julie A Ross Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000418341</b>	Kristi Bermingham Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418349</b>	Stephanie Olsen Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418360</b>	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418366</b>	Julie Thomson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
<b>INC000000418381</b>	Dorie Farah Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 4.67
<b>INC000000418395</b>	Corinne Harryman Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 1.62
<b>INC000000418399</b>	Geneann Carlino Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418400</b>	Shirley Bleazard Metro D Help Desk	Application Doug Brown	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000418407</b>	Maribeth Greenleaf Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418454</b>	Stacy Pierce Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000418455</b>	Carol Powell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418456</b>	Liz Medina Metro A Desktop Support	Print/Copy/Scan/Fax Mike Wilde	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.84
<b>INC000000418468</b>	Susan Llewellyn Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04

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## Human Services

<b>INC000000418472</b>	Kira Pedroza	Wireless Connectivity	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
<b>INC000000418480</b>	Patrick Bradford	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
<b>INC000000418482</b>	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
<b>INC000000418490</b>	Kristi Bermingham	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.03
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.60
<b>INC000000418495</b>	Mark Scott	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418499</b>	Debbi Orwin	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
<b>INC000000418516</b>	Roberta Gillette	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418522</b>	Travis Ewing	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
<b>INC000000418528</b>	Jordan Rasmussen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.23
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.35
<b>INC000000418529</b>	Sharla Bayles	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418533</b>	Kathrina Tuiono	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.39
<b>INC000000418545</b>	Laura Garrard	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.78
<b>INC000000418554</b>	Vicky Westmoreland	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.38
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.60
<b>INC000000418556</b>	Effie Keele	Network	Incident	None		TIR Missed:	No	TIR:	0.58
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.00
<b>INC000000418564</b>	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Lester Aoki	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418566</b>	Chuck Bruder	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418593</b>	Kim Tuitupou	Application	Password	Utah Criminal Justice Informatio		TIR Missed:	No	TIR:	0.16
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.28

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<b>INC000000418594</b>	Jo-Ann Holtgreffe Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.25 TTR: 0.34
<b>INC000000418597</b>	Georgina Trujillo Metro A Help Desk	Application Ed Conrad	Error Human Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.42
<b>INC000000418599</b>	Linda Bright Help Desk	PC/Laptop Brenda Treadway	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000418605</b>	Calleen Chivers Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000418624</b>	Jennifer N Davis Rural South Desktop Support	Application Doug Thornton	Reporting Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.66 TTR: 1.50
<b>INC000000418630</b>	Jennifer N Davis Rural South Desktop Support	PC/Laptop Ryan Bennett	Error Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.41 TTR: 1.41
<b>INC000000418634</b>	Jennifer N Davis Rural South Desktop Support	PC/Laptop Doug Thornton	Virus Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.41 TTR: 1.41
<b>INC000000418637</b>	Jennifer N Davis Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.24 TTR: 1.64
<b>INC000000418645</b>	Laura Johnson Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
<b>INC000000418656</b>	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.27 TTR: 0.38
<b>INC000000418660</b>	Laurie Adams Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000418664</b>	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 0.16
<b>INC000000418669</b>	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.16 TTR: 0.19
<b>INC000000418670</b>	Franz Bryner Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000418683</b>	Jennifer Gardner Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
<b>INC000000418687</b>	Doris Prettyman Help Desk	Application Vicky Marrelli	Password Human Services	Remedy Service Request Mana Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000418690</b>	Ken Matheson Metro B Help Desk	Network Val Shepherd	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.18

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## Human Services

<b>INC000000418698</b>	Matthew Rasmussen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
<b>INC000000418705</b>	Denise Fairbourn Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 2.70
<b>INC000000418706</b>	Emily Roberts Metro B Help Desk	Application Val Shepherd	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418729</b>	Alrae Snyder Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418743</b>	Jody Eby Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.40
<b>INC000000418747</b>	Lilyan Baker Rural Central Desktop Support	Print/Copy/Scan/Fax Jay Barfuss	Toner/Fuser/Ink Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.82
<b>INC000000418757</b>	Erin H Stephens Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418758</b>	Laura Roe Rural North Desktop Support	Application Neil Smedley	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.04 1.16
<b>INC000000418762</b>	Mary Ann Peterson Application Services	Mobile Devices Danielle Hood	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.52 5.19
<b>INC000000418770</b>	Terri Dente Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418796</b>	Lisa Jorgensen Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418801</b>	Lory Pond Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418805</b>	Bobbi Anthony Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418807</b>	Julie Fisher Help Desk	Network Julie VanBeekum	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
<b>INC000000418809</b>	Don Rosenbaum Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418810</b>	Mardee Schoenfeld Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418814</b>	Jo-Ann Holtgreffe Metro D Help Desk	Network Jed Patrick	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000418817</b>	Amy N Hall	Application	None	SAFE		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418824</b>	Jenifer Braegger	Application	None	Utah Cares		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.14
<b>INC000000418868</b>	Jill McAfee	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418869</b>	Morgan Earley	Application	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418870</b>	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418871</b>	Vickie Nelson	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418881</b>	Azucena Santos	None	None	None		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418897</b>	Jim Love	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418905</b>	Julie Bingham	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418906</b>	Andrea Curtis	None	None	IPCC Express		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
<b>INC000000418907</b>	Susan Eddy	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418940</b>	Karin Raso	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.44
<b>INC000000418944</b>	Julene Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418950</b>	Linda Bright	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.50
<b>INC000000418952</b>	Laura Knight	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418953</b>	Kristin C Strong	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000418958</b>	Amy Lewis	Network	Password	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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<b>INC000000418961</b>	Paula Lamb Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418973</b>	Laurie Vigil Rural North Desktop Support	None Ruston McKay	None Human Services	Office of Recovery Services Inf Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.85
<b>INC000000418975</b>	Lisa Packard Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.86
<b>INC000000418996</b>	Britany A Nixon Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000418997</b>	Clarissa Blackmer Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.18
<b>INC000000418998</b>	Vicky Turner Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419004</b>	Linda Moon Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419005</b>	Jann Nishimoto Metro A Desktop Support	PC/Laptop Mike Wilde	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 4.18
<b>INC000000419011</b>	Debbi Orwin Metro B Desktop Support	Application Annice Valdez	None Human Services	IPCC Express Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.08
<b>INC000000419015</b>	Dan Barrett Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000419017</b>	Lory Conover Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419019</b>	Ray Winger Metro C Help Desk	Application Reed Stohel	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419023</b>	Lindsey Ross Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.23
<b>INC000000419029</b>	Debbi Orwin Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000419054</b>	Grant Tolley Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Office Professional 20 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419067</b>	Gloria Whitesides Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.39
<b>INC000000419070</b>	Kenneth McGee Rural Central Desktop Support	Network Jeremy Standifird	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000419071</b>	Beverly Hart Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.29
<b>INC000000419083</b>	Kris Shaw Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.87
<b>INC000000419115</b>	Eva Clarke Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000419120</b>	Shancie Nance Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000419125</b>	Arla Jensen Rural Central Desktop Support	None Jessica Purcell	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.33
<b>INC000000419136</b>	Craig S Webb Strategic Communications	EIS Hardware Dennis Rogers	Printer Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.87 7.53
<b>INC000000419139</b>	Tina Call Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000419140</b>	David Thayn Rural South Desktop Support	Application Lane Adams	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 5.18
<b>INC000000419154</b>	Michele Garrick Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000419162</b>	Arla Jensen Rural Central Desktop Support	None Jessica Purcell	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000419167</b>	Valyn Pace Metro B Help Desk	Application Val Shepherd	Reporting Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.74
<b>INC000000419168</b>	Aubrey Atkinson Metro C Desktop Support	None Chad D Fowers	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419169</b>	Holly Pope Help Desk	Telecom Brenda Treadway	None Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419184</b>	Jennifer F Atwood Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.59
<b>INC000000419198</b>	Betty Salgado Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000419207</b>	Justin Rowley Rural Central Desktop Support	Network Jay Barfuss	Error Human Services	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419209</b>	Marci Ogaard Metro C Desktop Support	None Chad D Fowers	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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<b>INC000000419214</b>	Cindy M Christensen Metro C Desktop Support	None Chad D Fowers	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419215</b>	Kathy Maxfield Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000419226</b>	Justina Flesher Operations Production Control	None Lester Aoki	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000419266</b>	Dan Brennan Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.28
<b>INC000000419285</b>	Steven Cox Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419299</b>	Jackie Southwick Application Services	Mobile Devices Dustin Crump	None Human Services	iPhone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.75
<b>INC000000419302</b>	Emily Maxfield Operations Production Control	None Christie Burnham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419303</b>	Emily Maxfield Metro B Desktop Support	Application Jay Locker	Reporting Human Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.42 6.03
<b>INC000000419333</b>	Heidi Hansen Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419335</b>	Andrea Jenkins Metro C Desktop Support	None Ken Knobel	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419338</b>	Penelope Weiss Rural Central Desktop Support	PC/Laptop Ron LeBaron	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.48
<b>INC000000419344</b>	Kris Hansen Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Utah Criminal Justice Information Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000419350</b>	Spencer Schmutz Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.50
<b>INC000000419355</b>	Tim Tubb Voice Operations	Telecom Gail Christiansen	Voice Mail Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.68
<b>INC000000419361</b>	Stephen Arnold Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419380</b>	Lindsey Shumway Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.46
<b>INC000000419389</b>	Laree Bybee Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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<b>INC000000419393</b>	Brenda Barrus Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.24
<b>INC000000419398</b>	Lorilee Walters Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419409</b>	Kay Layton Metro B Desktop Support	Telecom Annice Valdez	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 2.58
<b>INC000000419412</b>	David Fast Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
<b>INC000000419414</b>	Andy Gardiner Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419416</b>	Natalie Holt Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419426</b>	Laura Dasilva Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419431</b>	Mary Caputo Metro B Desktop Support	Application Anthony Booyse	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.39
<b>INC000000419438</b>	Mike Hebdon Metro B Desktop Support	Application Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.16
<b>INC000000419439</b>	Lulama Soko Rural Central Desktop Support	Print/Copy/Scan/Fax Robert Case	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.80
<b>INC000000419461</b>	Kathy Wilcox Application Services	Application Tony Larsen	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.14 11.14
<b>INC000000419463</b>	Cai White Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419520</b>	Ayae Tueller Metro D Help Desk	Network Jed Patrick	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419525</b>	Coy Stevenson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Action Request System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 1.14
<b>INC000000419527</b>	Coy Stevenson Enterprise Security	Application Bart Grant	Error Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.82
<b>INC000000419537</b>	Wendy Church Help Desk	Network Julie VanBeekum	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419549</b>	Larry Mendez Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.30

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## Human Services

<b>INC000000419553</b>	Tiffani Tayler Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419563</b>	Jenifer Braegger Rural North Desktop Support	Application Ryan Casey	None Human Services	Adobe Reader Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.73
<b>INC000000419572</b>	Gordon Gunn Rural South Desktop Support	PC/Laptop Scott Jesienouski	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
<b>INC000000419583</b>	Les Carter Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.21
<b>INC000000419612</b>	Stacey Gleed Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419617</b>	Cynthia Akins Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419619</b>	Raymond Galeai Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419622</b>	Marina Sanchez ORS Content Manager	Application Dan Barrett	None Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.40
<b>INC000000419641</b>	Marina Sanchez Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000419643</b>	Karin Beckstrand Metro B Desktop Support	None Anthony Booyse	None Human Services	Microsoft Office Professional 20 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 2.56
<b>INC000000419657</b>	Brooke Ibanez Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000419697</b>	Jordan Witbeck Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	Microsoft Office XP Professiona Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419715</b>	Curtis Giles Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419717</b>	Peggy Allen Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419718</b>	Judith Uphold Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419719</b>	Theresa Oram Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419725</b>	Julie Hansen Rural Central Desktop Support	PC/Laptop John Donaldson	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000419731</b>	Matthew Hoyal Rural Central Desktop Support	Network John Donaldson	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419737</b>	Kelli Karpakis Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.36
<b>INC000000419741</b>	Terry Jacobsen Metro C Help Desk	None Ross Owen	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419744</b>	Adam Park Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419747</b>	Anna Reposa Metro B Help Desk	Application Val Shepherd	Error Human Services	Microsoft Office Professional 20 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419748</b>	April Conti Metro C Help Desk	Application Ross Owen	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419751</b>	Janice Oswald Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419757</b>	Judy Powell Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419758</b>	Matthew Hoyal Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419759</b>	Stephanie O Nelson Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419764</b>	Adam Park Rural Central Desktop Support	PC/Laptop John Donaldson	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419773</b>	Taniela Pahulu Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419780</b>	Terri Rowley Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419781</b>	Lori Boyce Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419782</b>	Scott Blackburn Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419783</b>	Romona Zellers Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419784</b>	Jill McAfee Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000419785</b>	Notah Tahy Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
<b>INC000000419793</b>	Delbert Beddoes Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419797</b>	Corinne Harryman Metro B Help Desk	Application Val Shepherd	Error Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
<b>INC000000419798</b>	Cheryl R Anderson Metro B Desktop Support	Application Peter Musser	None Human Services	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419800</b>	Tamie Hamblin Metro C Help Desk	None Reed Stohel	None Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419801</b>	Annette Perkins Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419802</b>	Amy Lewis Rural Central Desktop Support	Application John Donaldson	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419803</b>	Eva Clarke Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419805</b>	Mary Severson Rural Central Desktop Support	Network John Donaldson	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419806</b>	Sharla Bayles Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.16
<b>INC000000419807</b>	Chris Crosgrove Rural Central Desktop Support	Application John Donaldson	Error Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.27
<b>INC000000419827</b>	Julie Bingham Rural North Desktop Support	None Ruston McKay	None Human Services	Microsoft Windows XP Professional Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419832</b>	Debi Taylor Rural South Desktop Support	Application Lane Adams	Error Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.62
<b>INC000000419836</b>	Barry Richards Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.05
<b>INC000000419864</b>	Tava Lino Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419865</b>	Brittania Gutierrez Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000419866</b>	Alrae Snyder Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000419869</b>	Mark Harward	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419872</b>	Marlene Goodrich	Network	None	None		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419881</b>	Jennifer Turley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419904</b>	Janet Smuin	Network	Incident	None		TIR Missed: No	TIR: 0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.27
<b>INC000000419908</b>	Sandi Evans	Application	None	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419912</b>	Gloria Beagley	Application	None	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.03
<b>INC000000419918</b>	Shannon Keeney	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419923</b>	Gloria Beagley	Application	None	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.03
<b>INC000000419925</b>	Trudy Decantu	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000419937</b>	Loralee Gacioch	Network	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.04
<b>INC000000419938</b>	Kris Piz	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419943</b>	Rick Harwood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419944</b>	Jill Bell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.39
<b>INC000000419961</b>	Jared Wilkins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419976</b>	Jonathan Houser	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000419978</b>	Brenda Barrus	Application	None	Citrix ICA Client		TIR Missed: No	TIR: 0.87
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.96
<b>INC000000420009</b>	Preston Jones	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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## Human Services

<b>INC000000420011</b>	Gina Timmerman Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000420016</b>	Kris Piz Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000420019</b>	Billie Bell Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420035</b>	Craig Neibaur Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420075</b>	Mark Scott Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000420084</b>	Lori Hills Help Desk	Application Brenda Treadway	Password Human Services	PGP Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420107</b>	Sean T Orton Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.19
<b>INC000000420115</b>	Anita L Williams Rural Central Desktop Support	Application Robert Case	Error Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 4.48
<b>INC000000420118</b>	Janis Widdison Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000420120</b>	Scott Campbell Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000420127</b>	Geneann Carlino Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Error Code Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000420128</b>	Thelma Snow Metro B Help Desk	Application Gary Graham	Password Human Services	PGP Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.45
<b>INC000000420133</b>	Shawna Peterson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.22
<b>INC000000420144</b>	Rick Ericksen Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000420155</b>	Allen De Graw Voice/Data/WAN Services	Telecom Art Scott	CrossTalk/Noise/Static Human Services	Telephone Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
<b>INC000000420160</b>	Anna Whisler Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000420180</b>	Bonnie Halliday Metro B Desktop Support	Application Annice Valdez	Error Human Services	Employee Gateway Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 3.25

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## Human Services

<b>INC000000420183</b>	Craig Neibaur Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.70
<b>INC000000420189</b>	Jolene Smith Metro B Help Desk	Application Gary Graham	Reporting Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.74
<b>INC000000420196</b>	Christy Van Buskirk Metro B Desktop Support	Network Wayne Higgs	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.74
<b>INC000000420203</b>	Kolin Harrison Help Desk	Application Brenda Treadway	None Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420207</b>	Saori Phouthavongsay Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420208</b>	Vicky Westmoreland Metro B Help Desk	None Gary Graham	None Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000420215</b>	Margaret Farrington Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 1.16
<b>INC000000420227</b>	Jennifer Coomer Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000420242</b>	Darren Burdette Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420252</b>	Donelle Clements Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420257</b>	Bob Parker Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.74
<b>INC000000420282</b>	Kerry Fannin Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
<b>INC000000420285</b>	Cathy Davis Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420288</b>	Jody Rushton-Porter ORS Case Imaging	None Dan Barrett	None Human Services	Content Manager - Centralized I Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.39 1.39
<b>INC000000420289</b>	Stephen Arnold Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000420298</b>	Rachel Beecher Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000420300</b>	Steve Jay Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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## Human Services

<b>INC000000420314</b>	Vicky Westmoreland	Wireless Connectivity	None	None		TIR Missed:	No	TIR:	0.22
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.76
<b>INC000000420332</b>	Manase Tuatagaloa	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420337</b>	Ed Whiting	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420346</b>	Marla Mathisen	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.01
<b>INC000000420347</b>	Eva Clarke	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420349</b>	Margaret Farrington	None	None	None		TIR Missed:	Yes	TIR:	1.04
	Strategic Communications	Luis Larios	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.15
<b>INC000000420350</b>	Amanda L Jensen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.28
<b>INC000000420351</b>	Paula Nelson	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420354</b>	Sally Ellison	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420358</b>	Billy Zumbrun	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420365</b>	Julie A Ross	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
<b>INC000000420389</b>	Palmer Depaulis	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420399</b>	Lara Jubber	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420403</b>	Ashley Housekeeper	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420415</b>	Mary Jean Allen	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
<b>INC000000420422</b>	Chris Hoffman	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000420423</b>	Judy Hafen	Application	Password	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.51

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## Human Services

<b>INC000000420425</b>	Melanie Rasmussen Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Office of Recovery Services Infoc Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420426</b>	James Ako Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420427</b>	Wendy Schwartz Metro B Help Desk	Application Gary Graham	Reporting Human Services	State Payroll Time Entry System Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 1.41
<b>INC000000420432</b>	Debra Dopp Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420481</b>	Stephanie Rentmeister Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000420501</b>	Darwin Bundy Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Incident Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.74 3.85
<b>INC000000420509</b>	Megan M Smith Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000420518</b>	Alease Guymon Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000420527</b>	Chris Morton Metro B Help Desk	Network Gary Graham	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.11 0.19
<b>INC000000420541</b>	Dawn Mencarini Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420542</b>	Christine Livingston Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000420546</b>	April Conti Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000420549</b>	Sandy Baxter Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420550</b>	Amy Hall Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420568</b>	Karma Limb Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420577</b>	Maribeth Greenleaf Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000420584</b>	Marty Robins Rural North Desktop Support	None Kelly Warren	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.11

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<b>INC000000420594</b>	Jacob Fitisemanu Metro C Help Desk	PC/Laptop Chris Olson	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420603</b>	Megan Bernardo Application Services	None Paul Lundell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 2.73
<b>INC000000420607</b>	Annette Babisz Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420626</b>	Chris Hoffman Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.65
<b>INC000000420643</b>	Chris Morton Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	RSA SecurID Software Token Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.32
<b>INC000000420652</b>	Christina Bradshaw Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000420682</b>	Coby Drake Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000420683</b>	Lynn Higginson Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 1.08
<b>INC000000420688</b>	Diana Corona Rural North Desktop Support	Print/Copy/Scan/Fax Kelly Warren	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420695</b>	Jackie Davis Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000420708</b>	Angel Makishi Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420751</b>	Marsha Taylor Rural Central Desktop Support	PC/Laptop Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.36
<b>INC000000420789</b>	Erika Baird Metro B Hosting	None Justin Rasmussen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420803</b>	Wade Warnick Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420807</b>	Ahmed Samatar Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420834</b>	Julie Mortensen Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420847</b>	Bob Richards Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000420859</b>	Craig Neibaur Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420862</b>	Eric Hanson Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000420864</b>	Rebecca Meredith Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420868</b>	Jennifer Gardner Metro C Help Desk	None Reed Stohel	None Human Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420869</b>	Susannah Burt Metro B Desktop Support	PC/Laptop Michael Barth	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
<b>INC000000420878</b>	Jill Bell Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420888</b>	Summer Warden Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420891</b>	Betty Meyer Rural North Desktop Support	PC/Laptop Lori Hartzell	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000420896</b>	Belinda Hurst Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.16
<b>INC000000420902</b>	Julia Kolovich Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.40
<b>INC000000420912</b>	Debora Wawro Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Cares Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.20
<b>INC000000420923</b>	Chris Morton Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.14
<b>INC000000420924</b>	Sandra Downard Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420934</b>	Vicky Turner Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.33
<b>INC000000420946</b>	Laurie Roderick Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 1.41
<b>INC000000420947</b>	Diane Carney Metro B Help Desk	Application Janet Hongsyvilay	Reporting Human Services	PGP Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.03 1.67
<b>INC000000420965</b>	John Godfrey Metro B Desktop Support	Network Michael Barth	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.22

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## Human Services

<b>INC000000420970</b>	Thad Lloyd Metro D Help Desk	Network John Robinson	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420973</b>	Fisi Moleni Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420978</b>	Desree Swank Rural Central Desktop Support	None Jessica Purcell	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000420987</b>	Karen Andersen Rural Central Desktop Support	PC/Laptop Ron LeBaron	Virus Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 2.27
<b>INC000000420992</b>	Courtney Shakespear Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
<b>INC000000420994</b>	Stacy Pierce Metro C Desktop Support	None Troy Buchanan	None Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 3.39
<b>INC000000420995</b>	Hiram Lund Help Desk	PC/Laptop Julie VanBeekum	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421007</b>	Stacy Pierce Metro B Help Desk	Application Gary Graham	Error Human Services	M86 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421019</b>	Sandy Miller Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421020</b>	Diane Carney Rural Central Desktop Support	None Jessica Purcell	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421023</b>	Doug Spencer Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421036</b>	Julia Kolovich Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421047</b>	Diane Felt Metro B Help Desk	None Gary Graham	None Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
<b>INC000000421062</b>	Evelyn Cloward Rural Central Desktop Support	PC/Laptop Gerald Adams	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.53
<b>INC000000421066</b>	Laura Carlson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421070</b>	Mark Brasher Metro B Desktop Support	Application Jay Locker	None Human Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 2.56
<b>INC000000421079</b>	Nathan Ponis Rural Central Desktop Support	None John Donaldson	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.75

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## Human Services

<b>INC000000421083</b>	Sigrid Nolte	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.57
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.74
<b>INC000000421100</b>	Justina Flesher	None	None	None	TIR Missed: No	TIR: 0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.07
<b>INC000000421108</b>	Paula K Douglass	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421109</b>	Craig S Webb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421110</b>	Lani Busk	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.17
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	TTR: 0.32
<b>INC000000421114</b>	Jill McAfee	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421117</b>	Nancy Sloper	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.07
<b>INC000000421125</b>	Barry Richards	Application	None	SAFE	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR: 0.04
<b>INC000000421139</b>	Mike P Conn	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421157</b>	Cherilyn Webster	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421189</b>	Susan Goodman	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421193</b>	Jill Walker	Application	None	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	TTR: 2.69
<b>INC000000421194</b>	Linda Boyd-Melancon	Application	Password	DB2 Query Management Facility	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421249</b>	Michele Stewart	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.07
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Resolved	TTR Missed: No	TTR: 0.49
<b>INC000000421262</b>	Elizabeth Purdy	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.57
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	TTR: 1.10
<b>INC000000421266</b>	Justina Flesher	None	None	None	TIR Missed: No	TIR: 0.18
	Operations Production Control	Duane Hardy	Human Services	Low Resolved	TTR Missed: No	TTR: 1.52
<b>INC000000421268</b>	Kristi Peterson	Application	Error	SAFE	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Human Services	Low Resolved	TTR Missed: No	TTR: 0.00

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## Human Services

<b>INC000000421290</b>	Carrie Worthen Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
<b>INC000000421294</b>	Dorie Farah Metro B Desktop Support	None Michael Barth	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.42
<b>INC000000421299</b>	Carrie Worthen Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Paper Jam Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.28
<b>INC000000421332</b>	Martha Iacovetto Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000421352</b>	Kathy Butt Rural North Desktop Support	None Ruston McKay	None Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000421360</b>	Ronda Jones Rural North Desktop Support	None Ruston McKay	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000421363</b>	Kerry Hansen Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421368</b>	Mindy Saari Rural Central Desktop Support	None Jessica Purcell	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421372</b>	Lacey Hancock Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000421389</b>	Violet Secrest Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.83
<b>INC000000421411</b>	Jenny Snelson Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421429</b>	Arnell Wamsley Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000421480</b>	Penny Rice Metro B Help Desk	Application Val Shepherd	None Human Services	Employee Gateway Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421494</b>	Dan Chatterton Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 1.71
<b>INC000000421496</b>	Laureen Wilson Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421515</b>	Jolene Smith Help Desk	Application Vicky Marrelli	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421527</b>	Brooke Ibanez Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000421537</b>	Marcie Kay Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421550</b>	Deanna Braunberger Rural North Desktop Support	Mobile Devices Ryan Casey	None Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.78 1.78
<b>INC000000421562</b>	Kristin Orgill Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.81
<b>INC000000421575</b>	Nathan Ponis Metro B Help Desk	Application Val Shepherd	Password Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421577</b>	Lisa Aragon Metro B Desktop Support	PC/Laptop Jay Locker	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.91
<b>INC000000421593</b>	Belinda Hurst Metro D Help Desk	Mobile Devices Doug Brown	Error Human Services	droid Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421598</b>	Brandie Marshall Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.57
<b>INC000000421610</b>	Belinda Hurst Application Services	Wireless Connectivity Danielle Hood	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.92
<b>INC000000421619</b>	Travis Black Help Desk	Application Julie VanBeekum	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421630</b>	Kacee Child Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421645</b>	Kacee Child Help Desk	Network Julie VanBeekum	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421656</b>	Laurie Vigil Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421659</b>	Jeanine Taylor Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.11
<b>INC000000421660</b>	Jennifer Wagoner Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421665</b>	Christina Heywood Application Services	Mobile Devices Danielle Hood	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 10.34
<b>INC000000421668</b>	Christina Heywood Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000421711</b>	Bruce James Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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## Human Services

<b>INC000000421712</b>	Rebecca Skinner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421717</b>	Eva Clarke	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421718</b>	John Peden	Application	Error	RSA SecurID Software Token	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421720</b>	Mavis Stevenson	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421725</b>	Erika Baird	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421730</b>	Nancy Newman	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421743</b>	Gaye A Holt	Application	Error	PGP	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421746</b>	Pam Nacario	Telecom	None	None	TIR Missed: Yes	TIR: 4.02
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	TTR: 6.37
<b>INC000000421747</b>	Kyle Hillyard	Application	None	SAFE	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421760</b>	Gaye A Holt	Application	Password	PGP	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421763</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421773</b>	Amelia Brewster	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421785</b>	Kim Pinnegar	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421792</b>	Roxanne Scoggan	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.07
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.96
<b>INC000000421802</b>	Kristen Gibson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421818</b>	Jane Jakeman	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.14
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.73
<b>INC000000421835</b>	Christie Howes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.38

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## Human Services

<b>INC000000421853</b>	Lisa Aragon	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Annicce Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.18
<b>INC000000421858</b>	Laurie Vigil	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000421868</b>	Spencer Hall	Application	Error	None		TIR Missed:	No	TIR:	0.27
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.27
<b>INC000000421871</b>	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000421890</b>	Zeljka Borro	Application	Error	None		TIR Missed:	No	TIR:	0.09
	Metro B Desktop Support	Annicce Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.62
<b>INC000000421891</b>	Marcie Rogers	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.03
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.39
<b>INC000000421903</b>	Corvin Bergstrom	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000421907</b>	Jay Ziegler	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000421908</b>	Yolanda Copeland	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000421918</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.41
<b>INC000000421920</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.40
<b>INC000000421923</b>	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000421924</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
<b>INC000000421926</b>	Kathi Gunn	Telecom	Feature	Telephone		TIR Missed:	No	TIR:	0.13
	Voice Operations	Romanza Hamblin	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
<b>INC000000421927</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
<b>INC000000421931</b>	Stephanie Valdez	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000421955</b>	Jane Jakeman	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.05

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## Human Services

<b>INC000000421965</b>	Shirley Winn	Application	None	Action Request System	TIR Missed: No	TIR: 0.87
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.87
<b>INC000000421969</b>	Suzanne Brittain	Application	Error	Medicaid Managed Information	TIR Missed: No	TIR: 0.08
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.15
<b>INC000000421978</b>	Ruth Timothy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000421991</b>	Laurie Roderick	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.38
<b>INC000000421995</b>	Isaac Thomas	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422001</b>	Suzy S Christopherson	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422012</b>	Don Brinkerhoff	Application	None	Microsoft Office Professional 20	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422018</b>	Jamie Hayden	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422023</b>	Bruce James	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422025</b>	Marnie Maxwell	None	None	SAFE	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422026</b>	Casey Cole	Application	Password	RSA SecurID Software Token	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422032</b>	Paul T Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422035</b>	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000422062</b>	Chris Metcalf	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000422115</b>	Lisa Jorgensen	Application	None	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.10
<b>INC000000422125</b>	Rea Bartlett	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	TTR: 2.14
<b>INC000000422137</b>	Lisa Pierce	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.28

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## Human Services

<b>INC000000422141</b>	Janis Widdison	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
<b>INC000000422152</b>	Scheila Beekhuizen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.76
	Rural Central Desktop Support	Gerald Adams	Human Services	Medium	Resolved	TTR Missed:	No	TTR:	2.51
<b>INC000000422152</b>	Scheila Beekhuizen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.09
	Rural Central Desktop Support	Gerald Adams	Human Services	Medium	Resolved	TTR Missed:	No	TTR:	2.51
<b>INC000000422156</b>	Salvador Mendez	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422160</b>	Jill Bell	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422168</b>	Marilyn Petty	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
<b>INC000000422173</b>	Salvador Mendez	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
<b>INC000000422176</b>	Liz Medina	None	None	BlueZone		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
<b>INC000000422181</b>	Kevin Jackson	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422198</b>	Chad Catmull	Application	Reporting	None		TIR Missed:	No	TIR:	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.67
<b>INC000000422199</b>	Jeanmarie Morris	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
<b>INC000000422208</b>	Jeanmarie Morris	None	None	None		TIR Missed:	No	TIR:	0.17
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.44
<b>INC000000422211</b>	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422212</b>	Justina Flesher	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422240</b>	Carrie Searcy	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422248</b>	Jessica Stubbs	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
<b>INC000000422253</b>	Jill McAfee	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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## Human Services

<b>INC000000422255</b>	Becky Dalby Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000422260</b>	Richard Schade Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422281</b>	Steve Jay Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422294</b>	Susan Goodman Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422304</b>	Jessica Stubbs Rural South Desktop Support	Print/Copy/Scan/Fax Meladye Shively	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422316</b>	Kevin Jackson Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000422334</b>	Janet Culpepper Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000422337</b>	Nelson Alvarez Help Desk	Application Vicky Marrelli	Reporting Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422338</b>	Gina Timmerman Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422359</b>	Renee Van Tussenbrook Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.16
<b>INC000000422364</b>	Candice Whiteley Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.13
<b>INC000000422377</b>	John Wilson Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422379</b>	Scott Jacobson Help Desk	Mainframe Brenda Treadway	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422382</b>	Lani Busk Rural South Desktop Support	Application Lance Nay	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422386</b>	Becky Snider Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422391</b>	Jill M Hill Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422402</b>	Notah Tahy Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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## Human Services

<b>INC000000422414</b>	Jeri Boyle	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422420</b>	Tim Morganson	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.30
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.70
<b>INC000000422429</b>	Nathan Salazar	None	None	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
<b>INC000000422455</b>	Laura Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422489</b>	Steven Cox	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422506</b>	Elizabeth Purdy	Application	Error	SAFE		TIR Missed:	No	TIR:	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
<b>INC000000422510</b>	Tavares Ray	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422538</b>	Philicia Thomas	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.18
<b>INC000000422542</b>	Vance Moe	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422560</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422561</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422562</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422563</b>	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422573</b>	Lisa Bruno	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422588</b>	Bart Mason	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422604</b>	Kristin Lambert	None	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.53
<b>INC000000422607</b>	Gaylene Thomas	Application	None	SAFE		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.11

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## Human Services

<b>INC000000422613</b>	Linda Bassett	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422629</b>	Nancy Hurst	PC/Laptop	Password	PGP		TIR Missed:	No	TIR:	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.53
<b>INC000000422632</b>	Lisa Jorgensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422633</b>	Priya Noronha Ellwood	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422639</b>	Karen Andersen	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422643</b>	Elaine Jimenez	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422646</b>	Carly Echols	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422675</b>	Laura Clark	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422691</b>	Amber Leonard	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.03
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.77
<b>INC000000422704</b>	Lillian Dopp	Application	Password	ZENworks for Desktops		TIR Missed:	Yes	TIR:	1.46
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.46
<b>INC000000422707</b>	Corvin Bergstrom	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422724</b>	Laura Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422727</b>	Mary Severson	Print/Copy/Scan/Fax	None	Microsoft Office		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422729</b>	Arnell Wamsley	None	None	BMI		TIR Missed:	No	TIR:	0.88
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	7.13
<b>INC000000422730</b>	Cristy Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000422731</b>	Marti Carroll	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.83
<b>INC000000422738</b>	Adam Dover	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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## Human Services

<b>INC000000422744</b>	Palmer Depaulis Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422769</b>	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422770</b>	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422772</b>	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422773</b>	Romona Zellers Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422794</b>	Amanda nelson Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422802</b>	Tonya Smith Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422808</b>	Mavanie Vein Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.93
<b>INC000000422828</b>	John Godfrey Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.18
<b>INC000000422843</b>	Peggy Major Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 1.26
<b>INC000000422852</b>	Kathryn Gerbich Help Desk	Network Julie VanBeekum	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000422854</b>	Tamara Ray Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422861</b>	Nicole Nielsen Metro B Help Desk	Application Val Shepherd	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422867</b>	Kristi Elmer Metro B Desktop Support	None Jay Locker	None Human Services	BMI Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 5.61
<b>INC000000422881</b>	Debra Yardley Metro D Help Desk	PC/Laptop John Robinson	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000422884</b>	Nicole Nielsen Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.50
<b>INC000000422918</b>	Ana E Broadbent Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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## Human Services

<b>INC000000422941</b>	Belinda Hurst Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
<b>INC000000422967</b>	Chelsea Montgomery Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.32
<b>INC000000422972</b>	Georgeia Wood Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000422985</b>	Laura Pare Metro B Desktop Support	PC/Laptop Bill Crowther	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.86
<b>INC000000422988</b>	Vicky Turner Metro B Help Desk	Application Gary Graham	Error Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.30
<b>INC000000423001</b>	David Richardson Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
<b>INC000000423002</b>	Carlos Sylvanstone Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000423014</b>	Analisa Butterfield Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000423027</b>	Jamie Luna Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000423038</b>	Barry Richards Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
<b>INC000000423043</b>	Marla Janusz Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.63
<b>INC000000423053</b>	Jane Jakeman Rural Central Desktop Support	PC/Laptop Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.75
<b>INC000000423057</b>	Kari Spigarelli Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.54
<b>INC000000423075</b>	Maria Bulloch Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000423094</b>	Susan Martell Metro C Help Desk	None Reed Stohel	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000423097</b>	Julia Kolovich Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	RSA SecurID Software Token Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000423120</b>	Gwynith Welch Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04

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## Human Services

<b>INC000000423139</b>	Lea Reaves	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423143</b>	Laureen Wilson	Network	None	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.09
<b>INC000000423157</b>	Jody Sargent	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423198</b>	Julie A Ross	Application	None	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.30
<b>INC000000423204</b>	Darla Caldwell	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.44
Voice Operations	Romanza Hamblin	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.75
<b>INC000000423226</b>	Mark Robertson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.35
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.64
<b>INC000000423228</b>	Jill M Hill	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.52
<b>INC000000423232</b>	Lilian Thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423242</b>	Pam Nacario	Telecom	Call Management	Telephone	TIR Missed: No	TIR: 0.15
Voice Operations	Romanza Hamblin	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.69
<b>INC000000423250</b>	Tamara Ray	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423269</b>	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423322</b>	Karyl Zimmerman	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423324</b>	Susie Jorgenson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423331</b>	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423349</b>	Jody Sargent	None	None	Citrix ICA Client	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423352</b>	Charles Goodman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000423354</b>	Bernice Chesnut	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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### Human Services

<b>INC000000423355</b>	Bernice Chesnut	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000423357</b>	Judy Powell	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00